

Aphrodite Beauty Room at Sorellas

Terms and Conditions

Booking

- *When booking an appointment please ensure I have your correct name and telephone number.
- *Please let me know exactly which service you want, so I can allow enough time for your appointment.
- *Please contact me with any changes 72-48 hours before any appointment to avoid any confusion.
- *If inadequate notice is given you will be charged for the full service booked as the remainder of the appointment could have gone to someone else.

Appointment Time

- *Please arrive in plenty of time for your appointment and if you are running late please contact me as soon as possible.
- *Depending on appointments if you are running more than 15 minutes late, I cannot guarantee your treatment will go ahead.
- *For your first appointment please arrive 10 minutes early to allow time to complete my client consultation form.
- *For any nail appointments, please ensure your nails are clean and bare if you have another nail technician's work or old polish on (unless you have already told me). This will affect the time I have to complete your service and may also result in extra charges.

Late Arrivals

- *If you are more than 15 minutes late without contacting me, we may have to reschedule your appointment. More than 30 minutes late will be treated as a no show.

Cancellations

- *I understand life is unpredictable at times and you may need to cancel/re-arrange your appointment.
- *For all appointments you need to cancel or rearrange please contact me no less than 48-24 hours before your appointment.

Policy for cancellations with less than 48-24 hours notice and no shows

- 1st time** -To rebook you will need to pay 50% of your treatment to secure your booking.
- 2nd time** -To rebook you will need to pay 75% of your treatment to secure your booking.
- 3rd time** -To rebook you will need to pay 100% of your treatment to secure your booking.

- *In all instances the charges paid secure the appointment and are non-transferable without 48-24 hours notice and must be rescheduled for a date within 5 days of original appointment.
- *Any cancellations with less than 24 hours notice will incur a 50% charge for the service booked. This will be paid before any future appointments can be booked.
- *Refunds will not be given on deposits.

Under 18's Policy

- *I will not carry out any of the following treatments under the ages stated below:
 - Princess Manicure & Pedicure - Under the age of 5
 - Manicures & Pedicures - Under the age of 14
 - Gel polish - Under the age of 14
 - Acrylic nails - Under the age of 16
 - Spray tans - Under the age of 13
 - Eyelash & Eyebrow tinting - Under the age of 16
 - Waxing - Under the age of 14
 - Massage - Under the age of 18
- *For any treatment to be carried out on any person under the age of 18, must have a signed letter from their parent or guardian (I have a letter that can be taken and signed at booking).
- *A parent or guardian must be present at all times during appointment.
- *Client consultation must still be filled out and signed by both your child and yourself.
- *Identification of age may be required.

Payment

- *Payment is required upon completion of service.
- *All charges can be discussed before your appointment.
- *I accept cash, card, pingit and paypal: aphrodite.beautybyjessica@gmail.com
- *Treatment courses can be paid 50% on booking, 25% on first treatment and 25% on ast treatment, or in full at booking.
- *Credit will not be given for any services.

Nail Repairs

- *Any breakages, chips etc that occur within the first 48 hours will be repaired free of charge, after this time all repairs are chargeable.

Other Nail Technicians Work

- *I will not maintain or repair any enhancements that have been done by someone else. I do not know what products have been used and how my own products will react with theirs. I must be able to see your natural nails before starting treatment.
- *I can remove previous technicians work and replace with my own.

Other Issues

- *Please inform me of any problems or concerns you may have as soon as you have any. I pride myself on customer satisfaction and cannot rectify a problem if i do not know about it.

Gift Vouchers

- *Vouchers are non refundable and are valid for 6 months from the purchase date and will not be accepted after the expiry date.
- *Vouchers cannot be redeemed for cash, sold or transferred.
- *You must state that you are using your gift voucher at the time of booking and the voucher handed to the therapist at the start of your treatment failure to do so may result in paying full for your treatment.
- *You are not under obligation to use the full value of your vouchers during one session.
- *Late cancellation and failure to show: terms as laid out above also apply to gift vouchers.

Patch Testing

- *Required for all clients who have never had Eyebrow tinting, Eyelash tinting, Lash lift and Semi-permanent Eyelash Exte treatments.
provided by Aphrodite Beauty Room at Sorellas..
- *Patch test required 24-48 hours before treatment.

Personal Items

Please ensure you retrieve all your personal items before leaving the premises as we cannot be held responsible for the loss of items.

Competitions

- *You must follow all steps for entry to be valid, failing to do so will result in an invalid entry.
- *Winner cannot redeem prize for cash, sell or transfer prize.
- *Prize cannot be used by anyone else but the winner.
- *The winner must redeem the prize within 1 month of Winning. Unless stated otherwise.

Health

- *Please notify us on booking if you are pregnant so that we are able to adapt the treatment for your needs.
Please also inform your therapist of any medical condition prior to your treatment as some treatments may not be appropriate for you.

Loyalty Card(suspended due to current situation)

- *Clients will receive a loyalty card at the end of their first appointment.
- *After you received 5 stamps you will receive £5 off.
- *Loyalty card must be presented at payment for discount to be applied.
- *Loyalty card can only be used by person named on the card.
- *Loyalty card cannot be used against any other discounted treatments, offers or money saving courses.
- *Loyalty card cannot be used against any products purchased.

Refunds and Exchanges

- *Products must be returned unused, unopened with their seal intact and in the same condition as they were originally purchased. We will not accept for exchange or refund any item which has been used or is not in the exact condition in which it was purchased from us. This does not affect your statutory rights.

Prices Alteration

- *We reserve the right to alter prices without prior notice.

Data Security

- *Personal details taken from clients during consultation procedures will be kept safe and in the strictest confidence.
- *We will not use your details for marketing or sell to third party.

COVID-19

- *You must inform us if you have recently started with a cough, high temperature or a change in taste and smell.
- *You must inform us if you have been in contact with anyone in the last 14 days with COVID-19.
- *You must inform us if you have recently been aboard.
- *Please wear a face covering at your appointment.