

BEAUTI BY JINNY

Terms and Conditions

CANCELLATION POLICY:

The Following Terms Apply To All Appointments Made.

- 24 hours notice is required if you need to cancel or change your appointment, otherwise the late cancellation costs as laid out below will be charged.
- If we receive less than 24 hours notice, we will endeavour to fill your appointment with another client and if we are successful your booking fee will be refunded or used to secure your next appointment .
- If we receive less than 24 hours notice and we are not able to fill the slot, then you will incur a charge of 100% of the full treatment value
- If you fail to show for the appointment, your treatment(s) will be charged at full cost.
- If part of a booking is cancelled or changed after arrival, the full cost of the treatment(s) as booked will remaining payable upon departure.

Beauti By Jinny Terms and Conditions

Please be aware by making an appointment you acknowledge and agree to abide by these Terms and Conditions. Beauti By Jinny reserves the right to cancel, delay, shorten or change treatments where reasonably necessary due to the effects of any of the provisions below.

BOOKING APPOINTMENTS

Appointments with Beauti By Jinny are essential. To avoid disappointment we recommend you book your treatment in advance online or by calling us.

ARRIVAL

Please arrive at your appointment on-time. If you are running late for any reason, please let us know as soon as possible as late arrivals may mean we are unable to honour your booking, or your treatment time may need to be reduced if we have scheduled appointments after yours.

Any inappropriate behaviour may be reported to the police.

LATE ARRIVALS

We fully understand that sometimes being late is outside of your control.. We will always do our best to accommodate late arrivals. (Within 15 minutes after your appointment) by performing the most complete treatment possible in the time remaining at the full price. Unfortunately, arriving 15 minutes after the scheduled time of your appointment will result in full charges and no other appointment will be booked until paid.

We recommend that you plan ahead for your visit to Beauti By Jinny. We'll be happy to answer any questions you may have about our location, parking and travel options.

CANCELLATIONS

If you need to cancel your appointment, please contact us at least 24 hours in advance. Since we turn away other clients to hold your booking, any cancellations with less than 24 hour's notice will result in full charges and no other bookings will be made until paid.

REFUND POLICY - PRODUCTS

We cannot give refunds on any products sold to due to personal hygiene and health and safety reasons. If there is a fault with the product we can send back to the manufacturer for review.

REFUND POLICY - SERVICES

Our treatments are carried out by a qualified therapist. If you have had a treatment that you are unsatisfied with please bring it to the attention of the therapist and follow the complaints procedure (detailed below) We do not give refunds on any treatments however we will look into your concerns immediately and try to resolve the matter as quickly as possible.

CHILDREN

Children are not allowed in the salon. Our treatment area does not have any extra seating.

AGE RESTRICTIONS

Clients under 16 will need written parental consent for the mini brow treatment. We reserve the right to refuse performing treatments on any guest who is under the age of consent.

CLIENT QUESTIONNAIRE & HEALTH CONDITIONS

All new clients will be requested to complete a Client Questionnaire form before our therapist can perform any treatments on you. Failure to do so will result in us refusing to perform your treatments. Please advise us of any health conditions, allergies, or injuries which could affect your service when completing this form. It is your responsibility to let us know of any changes in your circumstances before your treatment goes ahead. We

also reserve the right to ask you to complete the Client Questionnaire every 6 months so that we can update our records.

LASH LIFTS

You must read the questions carefully before ticking, by ticking you are accepting you do not have any of the medical conditions that could affect your lash lift.

Please read the following questions carefully:

- Have you received a lash lift treatment in the past 6 weeks?
- Are you presently undergoing any medical treatment?
- Have you had laser eye surgery in the last year?
- Have you had chemotherapy within the last year?
- Have you had any recent eye surgery within the last year?
- Are you pregnant or breast feeding?
- Do you suffer from dry eye syndrome or conjunctivitis?
- Are you allergic to plasters/lash adhesive?
- Are you taking HRT? (Hormone Replacement Therapy)
- Do you have hives?
- Do you suffer from hypersensitive Skin?
- Do you have lice?
- Do you have a skin or eyelid infection?
- Do you suffer from weak/brittle lashes?
- Do you have blepharitis-eye infection/cyst?

*If you have ticked yes to any of these, unfortunately we are unable to offer you a Lash Lift treatment at this time. Please note before your treatment you will be required to fill in a medical health form, please inform the Technician if your medical conditions change.

*Please note you MUST not wear any mascara, and avoid creams and oils in the eye area for 24 hours prior to your lash lifting treatment

*We also reserve the right to refuse to carry out a treatment if the Technician believes it to be unsuitable for you, for example in the case of pregnancy or allergic reactions, or in the case of certain medical conditions.

If we discover you have ticked 'yes' to a Lash Lift skin test and do not have your record, we have the right to cancel the appointment until you take your skin test and you will need to book in again.

SPECIAL CIRCUMSTANCES

If you are pregnant Beauti By Jinny will not carry out certain treatments. This will be discussed with you prior to your appointment.

CLEANLINESS

In keeping with our commitment to cleanliness, safety and hygiene, our equipment is sterilized and sanitized after every service and treatment.

LOSS OR DAMAGE OF PERSONAL ITEMS

Please keep your personal belongings with you at all times, and leave any valuables at home.

THERAPIST/STAFF ILLNESS

Unfortunately we may have to cancel your appointments due to therapist/staff illness and emergency. In the case that we cannot reschedule your appointment in the same day we will have to cancel your appointment and rebook you for another day. We will notify you as soon as we can if we need to cancel your appointment.

PRICING

While we endeavour to keep our website and price lists updated, treatments and prices are subject to change without warning.

COMPLAINTS PROCEDURE

It is our objective to ensure that every client is delighted with the services that they receive at Beauti By Jinny.

However, we recognise that on occasions things can go wrong. If this does happen we will try to ensure we put things right at the earliest opportunity. This procedure advises how to bring things to our attention if you are not happy about the service that you have received.

We will ensure that all complaints are followed through, documented and when appropriate action is taken to prevent a recurrence.

The quickest and most effective way of resolving any problem is to bring it to our attention immediately. Please raise your concern with the therapist. They will listen carefully to your concerns and do what they can to correct any problems.

All complaints need to be documented in writing via email to info@beautibyjenny.co.uk.

Please provide as much detail as possible, including details of your treatment, date and time of your appointment and your exact complaint.

Your complaint will be assessed and we aim to get back to you within 48 hours of receiving your complaint in writing.

Thank you for your understanding.