

TERMS AND CONDITIONS



8 – 10 Redford Street, Stone, Staffordshire, ST15 8DA

01785 288997

A COMPANY INCORPORATED IN ENGLAND AND WALES COMPANY REGISTRATION NUMBER: 12458164

We reserve the right to alter our opening hours without prior notice.

Punctuality and Courtesy

Arriving late may interfere with your treatment, all appointments will end at their scheduled time so that the next client will not be delayed, and a full charge will be applied. All times stated include preparation of room and client:

i.e. 5 minutes at the beginning and end of treatment.

Please arrive 10 minutes prior to treatment if it is your first appointment at the salon. We require this time for you to complete a personal consultation card, this document is 100% confidential and is used for treatment purposes only.

COVID 19 – Policy & Procedures

Before you come for your treatments at Face2Face please ensure you watch any one of many COVID info videos on our policy and procedures, whilst with our building, non compliance with these may result in your treatment being cancelled or refused, which would result in any monies paid unrefundable.

Appointments

If a booked treatment is cancelled without notice or changed on arrival, the full cost of the booked treatment must be paid. In the event that your therapist is not available to carry out your appointment, through circumstances beyond our control, we reserve the right to transfer the booking to an alternative therapist if available. In the unusual instance where we may need to cancel your booking, we will endeavour to contact you by telephone and/or email.

Cancellation Policy

At F2F we are delighted to say appointments are in very high demand and it is important to us that we aim to accommodate all our clients. To achieve this, we abide by a strict 48 hour cancellation policy for every appointment made.

Please give us more than 48 hours notice if for any reason you need to cancel or reschedule your appointment allowing us to offer you a more convenient appointment time & to ensure you avoid a cancellation fee. Please do this by calling during opening hours on .

All treatments require a 50% non-refundable deposit on booking in order to ensure your appointment. Failure to notify us within 48 hours will result in the loss of the appointment along with no refund of any monies paid

No refunds will be given to cancelled or rescheduled bookings on any treatments subject to a special offer or price, such as Model, cancellation, any form of treatment promotion, key worker – Any of these and similar such treatments are non refundable.

This cancellation fee will need to be paid before booking another appointment.

Booking a Course of Treatment Policy

All treatments purchased, as a course of treatment, must be paid for in full at the time of purchase. Treatment courses & pre-paid treatments are non-refundable & non-transferable between clients.

Clients that may have health issues e.g. blood pressure, circulation problems, skin problems, have recently undergone an operation, are on medication, are pregnant, had a cancer or have any other health worries, are advised to check with their GP before booking a treatment.

Before you arrive for your first treatment ensure you have returned your completed consent, medical questionnaire form to highlight with the therapist any health issues you may have, if these have not been returned before any given appointment, we have the right to cancel the appointment or reschedule which will incur additional costs.

For clients with serious illnesses, before we can proceed with any treatment, we ask you to provide a letter from your doctor to say that you are able to receive the specific treatment you want to have in the premises.

Allergy Testing

If you have any allergies prior to your appointment, please inform us at the time of booking.

Price Alteration

We reserve the right to alter prices without prior notice.

Smoking

Please note that it is illegal to smoke anywhere in or on the premises

Data Security

Personal details taken from clients during consultation procedures will be kept safe and in the strictest confidence.

We would, on occasion, like to send you details of open evenings and special promotions. If you would rather not receive these please let us know.

Medical Conditions

Please inform your therapist of any medical condition including pregnancy prior to booking as some treatments may not be appropriate for you.

Mobile Phones

In the interest of comfort of all our clients, please refrain from talking on a mobile phone and ensure it is switched off, or on silent, for the full duration of your time at the premises.

Hygiene & Safety

Due to the current global situation, hygiene is, of course, the utmost importance and to achieve optimal cleanliness the local Environmental Health Officer approves all our sterilization equipment. We only use new sterilized disposable needles for each client and we insist all clients follow and understand our COVID-19 procedures

Payment

Most credit and debit Cards are accepted, American Express, or cash. All prices include value added tax at a current rate.

Patch Testing

Patch testing required for clients who are undergoing certain treatments, all patch testing to be completed at least 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 lost items.

BY SELECTING COURSE/TREATMENT MAKING PAYMENT IT WILL BE DEEMED YOU HAVE READ AND FULLY AGREE TO OUR TERMS AND CONDITIONS AND FULLY UNDERSTOOD THE LATTER PRIOR TO ANY COURSE OR TREATMENT.

