

Business Terms and Conditions:

We are an Appointment Only Salon

We do not have a full time receptionist, so there are times when we are all in treatment. For this reason, we discourage walk-ins.

We are very responsive to messages and will always do our best to accommodate on the day, but we like to ensure there is a therapist available and a room set up ready for your arrival.

Thank you for calling ahead for appointments, product collections, gift vouchers and patch tests, so we can ensure somebody is available for you. We would hate to keep you waiting.

How to Book an Appointment

We take bookings in the following ways:

- By telephone 01245 471888
- By Whatsapp (or text) message 07570493774
- By email beauty@justpampered.co.uk
- Through the enquiry form on our website www.justpampered.co.uk
- Via facebook message www.facebook.com/JustPamperedBaddow.

We aim to be responsive through all methods of communication but if you require an appointment on the day, the most direct channel is through WhatsApp or by phone. Even at short notice it is always worth giving us a call or message, as there may be something we can arrange for you.

Please save our salon mobile number to your contacts to view our statuses for last minute availability and a catalogue of services via WhatsApp

If you like to have a regular appointment, we recommend booking in person at your appointment, to secure your booking for the next visit, or next couple of visits.

All staff monitor the phone and when we are all in treatment we may not be able to answer straight away. We are very responsive and check between clients, so please do leave a voicemail.

If you are not comfortable leaving a voicemail, please consider sending a Whatsapp or text, so we know you are trying to reach us.

Cancellations

We have tried our best to avoid cancellation fees and avoid a deposit system for every booking made. However, we are heavily affected by last minute cancellations and no-shows.

When you book an appointment with us we make a mutual agreement that you will arrive on time and for the complete appointment that you have booked. We realise there are sometimes unavoidable circumstances which mean you are no longer able to keep your appointment. We

ask that you provide a minimum of 48 hours notice if you are unable to make your appointment time. Alternatively, please see the 'Transfer of Appointment' option below.

We understand plans and commitments do sometimes change. If you need to cancel your appointment, we respectfully require a minimum of 48 hours notice. Cancellations with less than 48 hours notice will result in a late fee, which is equal to 50% of the scheduled service, before any future appointments can be booked.

Transfer of Appointment

Should you find you are unable to make your appointment at very short notice, you may also transfer your appointment time to a friend or family member to fill your spot. Please contact the salon to inform us of the name change.

No Shows

No shows are currently the biggest drain on our resources, currently averaging at 12 hours a week, which is not sustainable for our salon. It is the sole reason for introducing a cancellation fee after 16 years of operating without one.

A no-show is defined as not arriving to your booked appointment when the therapist is set up, ready and waiting to greet you.

To minimise no-shows, we send an email confirmation of appointment, an email reminder the day before and a text reminder the day before.

Please see our cancellation policy above, which applies to no-shows.

Late Arrival

Please arrive promptly for your appointment. If it is your first visit, please arrive 5 minutes prior to your appointment time to give enough time to complete a form. If you arrive late for your appointment time, your treatment will be assessed and the time allocated will be reduced accordingly to ensure we finish on time for the next guest, which unfortunately is still chargeable at the full rate. Please allow plenty of time for arrival and parking.

Booking Fees

We reserve the right to charge a 50% booking fee on bookings over two hours or during peak season.

We reserve the right to charge a 50% booking fee from those who fail to keep their appointments and cancel with less than 48 hours notice.

This is a non-refundable, non-transferrable charge which will be deducted from your final treatment bill. If you cancel or move your booking with less than 48 hours notice you will forfeit the fee and be charged for the appointment in full.

Pamper Day Bookings

A 50% booking fee will be taken for parties of three or more and will only be refunded if you give at least seven days notice to amend or cancel the booking.

Patch Testing

We require a patch test 24 hours prior to treatment for tinting, perming, lash lift and Definibrow. Your eyes and your health are an absolute priority and we are therefore strict on this policy. If you have not received a patch test from us for the service in the last six months we will need to carry out a new test.

You are also very welcome to request a patch test for spray tanning waxing or any other product or treatment you have concerns about.

Aftercare

Aftercare is important to get the most from your treatment. Your therapist will advise you what to do and there is an aftercare advice link at the bottom of every page on our website, plus a QR code within the salon.

Age Restrictions

We are unable to offer lash lifting, tinting or intimate waxing to anyone under 16.

We are unable to offer gel polish services to anybody under aged 14.

For those who are aged between 14 and 16 and require a gel polish treatment, a parent is required to attend the appointment to sign a form and remain in the treatment room throughout the treatment.

For any customer under the age of eighteen, we require a parent to attend the appointment to sign a form and remain on the premises during the first appointment of each new treatment to give full consent

Child Policy

We understand balancing childcare can be tricky but ask that you fully respect our other guests and refrain from bringing children without prior permission from management. If you do need to bring your child with you, management will ensure your appointment does not coincide with services that could lead to a disruption for other guests.

Right to Refuse Service

The management reserve the right to refuse service to anyone who has:

- Created a safety issue in or within close proximity of our premises
- Shown threatening or rude behaviour to our staff or customers
- Regularly cancelled last minute or not shown at all
- An unpaid bill or cancellation fee owed
- Has a medical condition which contra-indicates the treatment. Your health is a priority to us

We will never discriminate on the grounds of a persons race, religion, sex or other protected characteristics.

Complaints Procedure

Our aim is to provide professional, quality treatments, always and we strive to achieve this. If for any reason you are dissatisfied, please contact us immediately at the salon or within 48 hours of your treatment. We will need to see you in person or receive a photograph of the problem in order to address the situation fairly. All complaints are logged, recorded and analysed to make sure things are put right wherever needed and we learn from your feedback. Complaints are rare but we take them seriously.

Staff Absence

In the unfortunate event that your therapist is absent we endeavour to provide adequate cover. You will be given the choice to move your appointment to an alternative therapist at the closest available time to your original appointment slot. If you choose instead to cancel or wait for the return of your therapist your booking fee will be refunded or carried forward.

Charity

We allocate a fixed amount for charity donations each year, so please do not be offended if we can't support you on this occasion. That said, we always try to support local community based projects and charities so it is always worth enquiring.

Gift Vouchers

Gift Vouchers are available for any monetary value towards treatments or written for a particular treatment.

We are also able to create a gift voucher package with the recipient in mind and suited to your budget. This will include a gift voucher for treatment and a product to take away and use at home. This gives the lucky recipient a present to open in addition to the voucher treat. We are able to create a gift to suit you, with body care, facial products, nail care or self care candles and diffusers.

Order and Collect Service

If you wish to collect a voucher, please call ahead to arrange a slot so we can ensure somebody is available to assist you immediately. We all manage the reception between treatments, so if you do arrive without appointment we may all be in treatment and would hate for you to be kept waiting. Alternatively, we have an option to purchase e-vouchers online via the Gift Voucher page of our website, www.justpampered.co.uk

Gift Voucher Terms and Conditions

1. Vouchers are valid for six months from date of purchase. The expiry date will be clearly displayed on the voucher
2. Gift Vouchers are non-refundable, cash value 0.001p

3. Vouchers are redeemable against treatment only
4. Gift Vouchers CAN be exchanged for any other treatment to the same value, or if an intended purchase is a higher amount than the face value of vouchers the difference can be made up with cash or card payment.
5. Vouchers may be sold or transferred to another recipient but we must be informed so we can adjust our records
6. Please contact us if the voucher is lost as we may be able to trace the number and still honour the amount
7. No change will be given if your treatment value is less than the voucher face value. The remaining amount will, however, be credited to your account for the remainder of the six month period.
8. Vouchers will be subject to verification at the time of presentation and we reserve the right not to accept any Gift Vouchers that appear to have been forged or tampered with.
9. Extension of the expiry date is strictly at the discretion of management and must be applied for before the voucher expires.
10. Non redeemed vouchers are donated to local groups and fetes throughout the year as raffle prizes in addition to our usual donation budget.