

# Simply Embellish Terms & Conditions

Please carefully read our terms and conditions set forth below and contact us if you have any questions. By booking an appointment with me you agree to our terms & conditions which are included in your confirmation email.

## Bookings

Your appointment is secured with a valid credit or debit card, for certain treatments you will be required to pay a non-refundable booking fee when reserving your appointment, which will be credited towards your treatment. Cancellations within 48 hours and no shows will incur additional charges. If found unsuitable for treatment this is fully refundable. Please read on for further details.

## Reminders

A confirmation email will be sent to you upon booking. I will also send you an automated reminder of your appointment details by email and SMS prior to your appointment. These will be sent automatically – but may fall into junk folders, or not be delivered to servers, so please do not rely on these as a sole reminder of your appointment. Should you have a preference in how I contact you please let me know.

## Cancellations

I respectfully ask you to adhere to my 48hr cancellation policy, which you will be advised of both verbally & by email when booking your appointment. As courtesy to other clients, I ask that you inform me at least 48 hours in advance of your booking by telephone or email if you need to cancel or reschedule an appointment. I am a small business, and lost appointments can greatly affect my ability to earn an income. This notice period enables me to offer your treatment time to another customer, and avoids unnecessary operational costs helping me to keep my prices affordable.

## Cancellations

Since I may turn away other clients to hold your reservation, any cancellations or reschedules with less than 48 hours notice will result in 50% of the treatment cost being charged automatically to your credit or debit card. Cancellations or reschedules with less than 24 hours notice, and non arrivals “no shows” will result in 100% of the treatment cost being charged to your credit or debit card.

The cancellation policy applies should you wish to change the treatments you have booked for shorter ones, as time will have been allocated to you for the treatment.

Very rarely, I may have to move or cancel an appointment. Should this occur I will endeavour to give you as much notice as possible, as I personally carry out all treatments, I will be unable to offer a replacement therapist should this occur.

There are no exceptions to these policies.

## Covid-19 Policy

If you have to reschedule due to suspected covid symptoms, or have been asked to self isolate, your appointment can be rescheduled without forfeit, or your booking fee refunded as usual within 48hrs prior.

Should you have symptoms or be required to isolate within a shorter time frame, there will also be no forfeit of booking fee, as long as you are able to produce your testing registration details, or isolation requirements – which will be sent to you by the relevant authorities.

No shows will be treated as per the normal terms and conditions. This ensures that those genuinely affected are treated fairly, without last minute cancellations affecting our business.

## Late & Early Arrivals

I operate on an appointment only basis, you do not need to arrive early for your appointment, I may still be with a previous client. I do not have a waiting room in some clinics.

## Late & Early Arrivals

Should you arrive more than 15 minutes late for your appointment, I may not be able to treat you, but your treatment may still be chargeable. I will make every effort to accommodate your treatment if possible, in this circumstance treatment is at my discretion. If I am unable to treat you, the “no show” cancellation policy may apply.

## Photograph

Your image will be taken during each stage of your treatment to record the process. You acknowledge and consent to your image being taken, edited, copied, modified, exhibited, published or distributed and waive the right to inspect or approve the finished product.

You consent to us storing copies of your image for the specified purposes. We may use your photographs for marketing purposes online and in print. You waive the right to claim any royalties any other compensation arising from the use of the images. You have the right to withdraw your consent to us using and storing your image for the specified purposes at any time. You have the right to access the photographs that Simply Embellish holds of you at any time.

## Rewards & Special Offers

Special offers may only be valid for certain treatment locations, during certain dates, and may not be used in conjunction with each other or shared between customers unless otherwise stated. Rewards & E-vouchers have a validity of 12 months.

## Children

Please do not bring children with you to your appointment unless they also have a booking with me. I am not insured to have them on the premises in a non-professional capacity.

## Treatments

A patch test is required for all new client's where treatments require.

Semi permanent makeup treatments

You must agree to follow all pre and post aftercare given. Failure to do so will affect your finished results. If aftercare is not followed and an additional treatment is required you will be charged accordingly.

You must be over 18 years of age.

You must not be pregnant or breastfeeding.

You must disclose all medical conditions and current medication as this may affect your treatment.

Eyelash extensions must be removed prior to any eyeliner treatment.

You must wait a minimum of 4 weeks in-between procedures to allow for the skin to fully heal.

Please ensure you are happy with the treatment before leaving the premises. Any additional retouches after this will be charged and can not be completed within the first 4 weeks.

To ensure the best results, courses of treatments must be completed within the designated time scale that will have outlined to you at the consultation or first appointment. Where the cancellation policy is not adhered to a course session may be forfeited. Course payments are required in advance and are non refundable or transferable.

## Refer A Friend

The friend you recommend must be a new client to Simply Embellish. There is no limit on the number of friends you can recommend.

**MUST MENTION UPON BOOKING TO QUALIFY.** You will receive your account credit after your friend has paid in full for their treatment. Your friends discount will be deducted from their service cost. We reserve the right to change conditions or withdraw the offer at anytime. Account credit cannot be used in conjunction with any other offers or exchanged for cash, retail goods or gift cards. Credit can only be used against Simply Embellish services.

## Your Consent

By agreeing to treatments or services with Simply Embellish, you consent to receiving communications which may include phone, email, social media and re-targeting ads. You understand that you may proactively manage your preferences or opt out at any time using the unsubscribe link provided in all communications. You confirm that you are over 18 and consent to communications from Simply Embellish. .

## Your Data

Your privacy is very important to us.

The data collected from our clients including your name, address, your email address, your date of birth, your telephone numbers and your medical history, are required by our insurance company.

We will never share or publicly disclose your private data with any third parties, with the exception of our insurance company if required.

## Marketing

Any information submitted or uploaded to display on the website is done in good faith. We are legally free to use such information for any lawful purpose.

We may send you occasional future emails with available appointments, courses, special offers and new treatments or courses. You will be able to opt-out at any time by clicking on the unsubscribe link at the bottom of the email.

## Complaints

We endeavour to provide An exemplary service however, if you are not happy about any aspect of your experience with me I would like to hear about it so we can address any concerns and to ensure it helps us improve our service. You can call me on 07796 526352 or email us at [info@simplyembellish.com](mailto:info@simplyembellish.com).

I cannot give refunds on treatments or products once you have left the premises but we will look into your concerns immediately and seek a solution for you.

The information presented is intended as an introduction, it is not a guarantee of outcomes nor is it intended to serve as medical advice.

Call to make an appointment for a personal evaluation to discuss all options available.

Simply Embellish reserve the right at all times to vary, change, alter, amend, add to or remove any of these terms without notice.