



## **Springfield Day Spa Terms and Conditions**

### **Appointment**

Please be aware that all treatment times stated are inclusive of consultation & preparation time. For your safety and wellbeing a consultation card must be completed on your first visit so please arrive 10 minutes early to allow for this.

### **Payment Terms**

To secure your booking you will be required to provide a credit or debit card details - no deposit is required in advance, however we do operate a cancellation policy. Please see below.

### **Cancellation Policy**

Please be aware that we operate a 24 hour cancellation policy on treatments you will be charged 50% within this time and 100% if you cancel on the day of your appointment or fail to show.

A 48 hour cancellation policy on spa days/breaks and group/multiple bookings where you will be charged 50% within this time and 100% within 24hours or fail to show.

These payments will be automatically charged to the card details you provided at time of booking. If you need to cancel due to medical reasons the cancellation policy will be waived, however you will need to provide a doctors certificate within 7 days of the treatment date.

### **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.

#### **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.

#### **Price Alteration**

We reserve the right to alter prices without prior notice.

#### **Personal Items**

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

#### **Patch Testing**

Patch testing is required for clients who have never had eyelash tinting.

#### **Data Security**

Personal details taken from clients during consultation procedures will be kept safe and in the strictest confidence. We would like to send you details of events and special promotions. If you would rather not receive these please let us know.

#### **Gift Vouchers**

Gift 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 bring along your voucher to your appointment. Late cancellation and "failure to show" terms as laid out above also apply to gift vouchers.

#### **Courses**

All courses must be paid in full at time of booking and completed within 12 months and are

non-refundable. Missed appointments may result in treatments deducted from your course.