

Terms and Conditions

inc. Cancellations, Non-Refundable Booking Fees and No-Shows,

SKIN TESTING / ALLERGY ALERT – Following manufactures instructions it is our duty of care to keep ALL our guests skin test up to date. We will NOT apply tint/ colour to anyone under 16yrs old, or to any guest, new or existing, without an up to date skin test. New tint/colour guests MUST have a consultation and skin test a minimum of 48 hrs prior to a tint/colour appointment.

In order to book your appointment, we may require your card details or for a deposit/booking fee to be taken at the time of booking.

Card details are securely held by our booking system (Ovatu/Studio Ninja)) and are not viewable by the salon.

For bookings where your card details are captured, your card will not be charged at the time of booking, however it will be charged in the event of a no-show or late cancellation. Cancellations between 48 and 24 hours of your appointment start time will be charged at 50% of the total appointment cost. Cancellations within 24 hours (or no-shows) will be charged at 100% of the total appointment cost.

Appointment reminders will be sent 72 hours before your appointment so please contact us as early as possible to avoid your card being charged.

We reserve the right to ask for payment in full before a booking will be made. If this is done, this amount will be treated the same as a non-refundable booking fee and will be retained in proportion to the above late cancellation charges (50% for cancellations between 48-24 hours and 100% for cancellations within 24 hours of your appointment start time).

If no booking fee or card capture is taken and you cancel within 48 hours, we reserve the right to ask for a late cancellation charge of 50% (or 100% if you cancel within 24 hours) of the total appointment cost, then payment in full in advance, to book any future appointments.

If you do not show for your appointment and haven't contacted the salon, you may be removed from the online booking system. Please contact us to book a new appointment, we will require payment in full, in advance of any new appointment.

Lateness

Please let us know if you are going to be late for your appointment, we can usually allow for a few minutes, however we may have clients after your appointment. So if you are more than 10 minutes late, we may cancel your appointment and apply the above terms as a no-show.

Complaints and Feedback

Our priority is for you to be completely satisfied with the service you receive from us. We run a professional business so we aim to deliver the highest standards in everything we do. Complaints are rare but we take them very seriously, so we have a complaints policy and process, which we follow to make sure that things are put right where needed and we can learn from your feedback.

If you are not happy with the service you receive, please tell a member of staff either before you leave the salon, or as soon as possible once you have left. We will listen to your feedback and ask any necessary questions to understand your complaint, we aim to resolve any complaints within 8 weeks at most.

If you have already left the salon, do not go to another salon as we have the right to see exactly what the service or treatment you have received from us, looks like.

If you alter your service/treatment elsewhere, we will not be able to rectify any problems and will be unable to offer any sort of resolution.

Property Loss or Damage

It is your responsibility as the owner, to take care of any property you bring into the salon. We take no responsibility for any property which is lost or damaged, unless it is damaged by a member of staff due to carelessness. NMA do not take any responsibility for any cars parked outside the premises. Cars are parked and left at your own risk.

Anything left in the salon will be held for 8 weeks, we will do our best to contact you to retrieve your property.

Other Terms & Conditions

Some of our services/treatments will come with their own specific terms and aftercare. These will be highlighted individually either upon booking, consultation or at your appointment.