

Information

Cancellation Policy

As a courtesy to clients on our waiting list we kindly ask you to give us at least 24hrs notice for any amendments or cancellation of your booking. A 50% cancellation fee will become payable for less than 24hrs notice and 100% if cancelled on the day.

Consultations

All new clients will be required to fill in a consultation card. This information is completely confidential and is covered by the Data Protection Act.

Bank Holidays

Some of our salons are open on occasions, please check with the relevant salon nearer the time.

Children

As we provide a quiet and relaxing atmosphere at Lavender and Stone Beauty Rooms we do ask that you do not bring children under the age of 16 into the salon unless booked in for a treatment.

Mobile Phones

For the comfort of other clients we request that you either switch off or put your mobile phone onto silent.

Medical Information

Please make us aware of any relevant information at the time of booking as some treatments may be unsuitable or require adjusting. If you have any past or present cancers, we require a written letter from your doctor. Our policy is based on the health and well-being of our clients. This was devised following comprehensive consultation and research with a number of associated bodies. The aim is to protect our clients from any unforeseen reactions during and following their treatments. We also feel strongly that our team of therapists are not medically trained to make a decision on whether it is safe to treat clients with cancer. If you have not received radiotherapy or chemotherapy in the past 3 years and you are not on any medication and have been given the all clear you are able to have any treatments with us.

Pregnancy

Within your first tri-mester only maintenance treatments are suitable. Thereafter we recommend you experience our mother to be treatments.

Deposit

A 50% deposit will be required for bookings over three hours.

Arrival Time

To ensure you receive the full treatment time we recommend you arrive 10 minutes prior to your treatment, this will give you time to fill in your consultation form and relax. We understand that things can happen on the day that cause you to run late but as we run on an appointment basis it is necessary for us to finish your appointment on time so that we don't run into the next client's appointment. If you are more than 15 minutes late your appointment will be treated as a cancellation. We will send you a reminder text 24 hours prior to your appointment so please provide us with your details when booking.

Treatment Duration

All times quoted include consultation, preparation time, treatment and vacation of the room.

Treatments and Prices

Changes may be made without prior notice. All treatments include VAT at the current rate.

Courses

All monies paid for courses are non-refundable although the balance may be transferred to other treatments.

Choosing your treatment

We hope this guide will be of assistance, but if you are still not sure about which treatments to choose or would like more detailed information simply call the salon and we will be more than happy to help.

If you have a complaint

In the unlikely event that you have a complaint please let us know immediately and we will endeavour to assist. If you are still not satisfied on your return home please email within 7 days of returning from your visit to allow the complaint to be investigated properly.

Loyalty cards

Please ask at reception for more information on the loyalty schemes we run with products and treatments.

Payment

We accept the following payment methods cash, Visa, MasterCard and debit cards.