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GLOW Health and Beauty

**Terms and Conditions**

We will do our best not to cancel or re-arrange your appointments and to run to time. We really appreciate you doing the same.

**OUR CANCELLATION AND NO SHOW POLICY**

We understand that sometimes you may have to cancel an appointment. Reminder messages are sent out 48 hours in advance. Please give us at least 48 hours’ notice, otherwise a cancellation fee of 50% of the cost of your service or treatment will be charged. It is very difficult to fill appointments at short notice, but if we do, we will not charge you a cancellation fee.

If any sickness or an emergency has occurred within less than 24 hours of your appointment, then this may be waived at the salons discretion. If you arrive at the salon and are sick, please note the treatment may not go ahead but you will still be charged for the service/ treatment you are booked in for.

If you need to cancel, please give us a call on 01323 764228 and leave a voicemail if the phone isn’t answered. Please note without receiving a voicemail you will still be charged. Confirmation of receiving the voicemail will be given. If you are unable to leave a voicemail then please email [glowhealthandbeauty@hotmail.com](mailto:glowhealthandbeauty@hotmail.com). Please don’t put a message on social media.

If you fail to attend your appointment without notifying the salon via phone (01323 764228) or email ([glowhealthandbeauty@hotmail.com](mailto:glowhealthandbeauty@hotmail.com)) there will be a no show fee of 100% of the appointment cost.

Failure to pay the cancellation fee or no show fee within 7 days may result in future appointments being cancelled.

**PAYMENT DETAILS**

Before we take your payment details to cover a cancellation charge or advance payment, we will confirm:

• The service or treatment you have booked.

• The salon business name, location and contact details.

• The total price (including any taxes) of the service or treatment booked or how the price will be calculated if an exact price cannot be given.

• The time and date of the appointment.

**ADVANCE PAYMENTS**

If we feel necessary, We will take payment in full at the time of booking:

• for an appointment lasting more than two hours

• if you missed your last appointment with us.

In case of a late cancellation or no-show, we will keep the amount stated above in the cancellation or no show policy. If we are able to fill your slot, we will refund you the full amount.

**KEEPING TO TIME AND AMENDMENTS TO TREATMENT**

If you are running late, we will do our best to fit you in, but we may not be able to provide the full service or treatment, full service or treatment cost will still be charged. If you would like to make amendments to treatments with less than 24 hours notice then please note you may still be charged for the original booking.

We aim to be as lenient as possible and hope you understand.

Thank you