



## Terms & Conditions for Urban Calm Group

Please note when making a reservation you are accepting the terms and conditions of Urban Calm, Urban Calm City Spa & Urban Calm Baltic. All treatments need to be pre-booked to avoid disappointment.

### Arriving for your Appointment

Please arrive at least 5 minutes before your appointment time. This will give you the opportunity to check in & use the public restroom.

Arriving late could reduce your treatment time as each treatment has to finished exactly on time as a courtesy to the next client. We do, however, understand that sometimes being late is out of our control, we will always try our best to complete what we can in the time we have. Please be aware that if you are late & your treatment is cut short or cannot be completed in any way you will be expected to pay the full charges (inc deductions on vouchers). We recommend you plan with your visit ahead of time & we are more than happy to answer any questions regarding parking or location.

### Booking Online or Via Phone inc Deposits & Payments

When booking online or via the phone you will be required to provide a 50% deposit for any reservation over £20.00, 100% payment is required for anything £20.00 & under. A valid Debit or Credit Card is essential. If you are paying by Gift Voucher, please present us with the unique number so we can debit accordingly.

Should you wish to cancel your reservation please give us 24 hours' notice and we will keep your prepayment on account for you to use on your next visit. Cancellations made with less than 24 hours' notice or no shows will result in the loss of your reservation deposit.

### Product Refund Policy

All our products are sold for personal use only & are brand new at purchase. Refunds cannot be given on any products sold due to health and safety & hygiene reasons. If there is a fault with your product, we can send it back to the manufacturer who will conduct a review & contact you directly.

### Service Refund Policy

All our employees are fully qualified therapists who carry out all our treatments & in addition are consistently trained in any new areas. If you have had a treatment that you are unsatisfied with, please contact the branch that you attended. We will investigate your concerns immediately, however, we cannot give refunds. We do not refund deposits that are made on booking. Nevertheless, if the cancellation period was 24 hours or more, we will hold that deposit on account for you or alternatively can move the reservation to another date & time that is convenient.

### Nail Treatment Stipulations

When having one of our Nail Treatments performed, please let the therapist know the selection of colour you have chosen. Once this product has started to be applied the selection is final & cannot be changed. If you do require an alternate colour you would need to make an additional reservation which would be at the same cost. All our equipment is sterilised for each & every customer. Our staff are fully insured to use these utensils and are not for sole use.

For Health, Safety & Hygiene reasons we cannot infill another establishments application. Therefore, when making a booking you would be required to select a removal treatment & reapplication of product.

In the event of not booking the correct treatment, or making a nail reservation without removal, we will carry out what we can achieve within the reservation time booked & charge full for the treatment booking made. If you require any further treatment you would need to make an additional reservation which would be at the relevant cost.

### Eye Treatment Stipulations

All eye treatments require a patch test 24 hours prior to your reservation, this is essential & could result in you being disappointed & the loss of any deposit made.

Due Health, Safety & Hygiene reasons we cannot infill another establishments application. Therefore, when making a booking you would be required to select a removal treatment & reapplication of product. All eye treatments require a patch test 24 hours prior to your reservation, this is essential & could result in you being disappointed & the loss of any deposit made.

### Mobile Phones, Children & Additional Guests

Please respect all guests' right to privacy and relaxation. Mobile phones are not permitted in the treatment rooms and must be kept silent when you are in the salon. CHILDREN For health and safety reasons and to maintain a peaceful environment, are not permitted in the salons unless they are receiving treatment (please see age restrictions). Any additional guests accompanying a client cannot use our waiting area or any of our therapist stations. As I'm sure you can appreciate the salon is for reservation clients only.

### Age Restrictions

All our singular guests must be 16-18 years & over (depending on treatment choice), we do reserve the right to ask for identification if we feel necessary. Any clients between the ages of 12 – 15 (depending on treatment choice), must be accompanied by an adult.

In the instance of an Aintree Branch hairdressing reservation the age restriction is 3 years old when accompanied by an adult, however, depending on hair growth we can make exceptions at the Branch Manager's discretion.

Please note that the age restriction for any of our hair colouring treatments is 16 years.

### Health Conditions & Client Consultation

All new clients will be requested to complete a New Client Consultation Form via email. This form must be completed as soon as possible so we have received it in good time prior to your reservation.

If for any reason due to health & safety, we cannot perform your treatment & your consultation was not completed prior we reserve the right to charge you for the entire appointment or if suitable we can perform an alternate treatment. Our therapists will review & contact accordingly if necessary.