

Terms & Conditions

The purpose of this policy / terms & conditions is to advise you as our customer, as to the services that can be expected from Haven Spa and Beauty, and the steps and procedure that can be taken if you are not satisfied with the services you have received.

Pricing

Prices of services, products and other charges are displayed clearly in our salon, printed and on our website too.

At times, we will have a slight price increase where clients will be notified by email.

Arrival Time & Lateness

We recommend arriving 10 minutes early for appointments to ensure there is plenty of time to check in, use the bathroom, fill out any necessary forms and choose from our wide range of colours

Our appointments are booked for specific time slots, if you arrive late, your services will be modified to your remaining time slot at the full service price.

In respect for other clients who have booked in advance, clients are expected to arrive in a timely manner – preferably 10 minutes before to avoid cancellation fees and forfeiting their appointment to walk-in clients



Cancellations

Appointments can be cancelled 24 hours in advance by cancelling online. Appointments can also be rescheduled with 24 hour notice. Please give at least 24 hours notice so that we have the opportunity to offer your reserved time to another client on our waiting list.

Deposits are taken when booked online. The remaining amount of your treatment will be paid for in full once treatment has been completed within the salon.

All deposits are non refundable – to avoid losing this, we suggest you reschedule. This is the booking system policy and we are unable to change this.

If trying to cancel within 24 hours notice, you will be charged at full price.

For all no shows, we will be charging the full amount from your card without notice.



Nails, Chips & Repairs

Enhancements and gel polish manicures are guaranteed for 5 business days after your appointment; excluding breakages.

If you lose an enhancement or notice chips or lifting in the first 5 days, please call us to schedule a free repair.

Repairs after 5 days or for breakages, tears, and corner breaks are FROM £3 each.

Regular Nail polish services are not guaranteed

We will re-do any service at no cost to you if you are unsatisfied with the quality of the work we do - at the managers discretion, provided that you tell us immediately after we have performed the service that you are unhappy with the quality of the work.

As soon as you have walked out the salon door that means you have accepted and are happy with the service provided to your nails.

If you have any questions on how to care for your nails please contact us via email, telephone or in person

Children and Age Restrictions

Children are allowed within the salon but as the salon is restricted with space, please try not to bring in buggies.

Nail enhancements for children will be at the parents discretion - we will require a signature and a parent/guardian needs to attend the appointment.



Patch Tests

Tinting / Lash Lift / Brow Lamination services require a patch test 24 hours prior to your first treatment

Providing no adverse reactions takes place, we will be happy to treat you safely.

We cannot be held responsible if you do not disclose any medications or condition that may affect your treatment. Please inform your therapist or technician of any changes in your health on subsequent visits.

Lash Lifts

Please arrive to your lash appointments without any eye makeup on. This includes anything on the upper eyelashes, lower eyelashes, upper eyelid, lower eyelid, and surrounding eye area. Removal of any eye makeup by your lash technician will cut into your treatment time and could affect the final result of your appointment.

Individual results may vary and are dependant on the length/volume of your natural lashes and on the type of extension you choose to have applied.

Although the possibility is low, reactions towards eyelash extensions may occur at anytime to anyone at no fault of the lash technician or the products used. We cannot offer a refund if this occurs but we do advise that you contact us immediately so we can offer a solution, such s a free removal of the extensions and we would recommend seeing a doctor immediately if the symptoms persist Please disclose any eye conditions, injuries, medications or treatments used on/in or affecting the eye area in advance.

We offer all lash and brow treatments to clients who are expecting, however due to hormonal changes we cannot guarantee the longevity of your lash lift. It really is a case of trial and error as every person's pregnancy experience is so different. We also require that all clients be able to lie flat for the duration of their eyelash treatment, this is for the health and safety of our lash technicians as it can be physically strenuous for them otherwise.



Gift Vouchers

Clients are asked to protect Gift Voucher and treat as if cash, if lost, anyone can redeem the value. Lost, stolen or damaged cards cannot be replaced.

Gift Voucher cannot be redeemed for cash or refunded.

Gift Voucher is valid for the period of time indicated on the card itself. The standard redemption period is 6 months from date of issue.

The responsibility of using the Gift Voucher prior to expiry lies with the recipient of the Gift Voucher. No pre-expiry reminders will be sent from Haven Spa and Beauty. The remaining balance after the expiry date will be cancelled.

When you use Our Gift Vouchers, the amount of your purchase will be deducted from the balance on the voucher. Change will not be given.

Lost Property

We ask clients to look after their property while at Haven spa and Beauty as we are unable to take responsibility of items left unattended.

Privacy

Rest assured that your privacy is important to us, and we are committed to maintaining the privacy of any personal information we collect from you. We do not share any of your personal information with any third party organisations and we abide by the principles of UK data protection legislation – please see our GDPR Policy for further guidance



The Right to Refuse Treatments

Please note we reserve the right to refuse treatments; disrespect and rudeness towards Haven Spa and Beauty staff will not be tolerated.

Haven Spa and Beauty reserve the right to amend Terms and Conditions as and when it is considered necessary to do so. Reasonable notice will be given for this.

Complaints/Feedback

If you have any complaints or feedback, please contact the manager of the salon.

To allow us to provide a quality service efficiently as possible, you need to:

Ask for the service which you would like to have. If you are unsure please speak to a staff member.

Inform our staff if you are allergic to any chemicals or substances before the receiving any service.

Whilst receiving any service please provide our staff with your feedback and or comments on their services so our staff can satisfy your requirements straight away.

Inform the staff member or salon manager immediately if you have any concern relating to the salon, the staff, or any service.

Inform the salon manager immediately if you have any concern that you have any infection or any other abnormal reaction or condition with respect to your nails.

At Haven Spa and Beauty, we strive our best to provide high quality service and we treat you with courtesy and respect.

Thank you for your continuing support.

Team Haven

