

TRI BEAUTY TERMS AND CONDITIONS

SALON ETIQUETTE

Our salon environment is one of relaxation and tranquillity. Please respect all salon guests' right to privacy and serenity. In light of this, the salon is a mobile phone on silent zone.

VALUABLES

TRI Beauty accepts no responsibility for loss of valuables and jewellery at any time on the salon premises.

LOST PROPERTY

All lost property found on the premises should be handed in at reception. Items will be stored for four months, if they are not collected within this time they will be donated to local charities. Liquids, under garments and hair brushes are kept for 24 hours only

PRICES & TREATMENTS

Our prices are subject to change without notice.

We reserve the right to change the nature of any treatments, courses or package at anytime

APPOINTMENTS & CANCELLATION

If you are unable to attend your appointment, please contact us immediately on 01235 834643. TRI Beauty require 48 hours notice for cancellation or to rearrange an appointment without a charge. Cancellations or appointments changed with less than 48 hours notice will be charged 50% of treatment cost. Any appointments cancelled or rearranged with 24 hours or less notice will be charged with the full treatment cost.

Cancellation fee will be deducted from any prepayments/deposits that have been made.

Please arrive for your appointment at least 15 minutes in advance so that the necessary paperwork can be completed. Late arrival may result in reduced treatment time or loss of appointment, full treatment will still be charged. TRI Beauty aim to provide all services on time, however, should we need to cancel or postpone your appointment at short notice, we will make every effort to contact you in advance.

No children under the age of 12 are permitted in the salon for health and safety.

COURSES

All courses must be paid in full at time of booking and completed within 6 months and are non-refundable. Missed appointments or appointments cancelled with less than 48 hours notice will result in treatments deducted from your course.

patch test must be carried out at an Indulgence Salon at least 48 hours prior to your treatment. Anyone who has not had a treatment within the last six months must have a repeat patch test before their treatment. Failure to have a patch test will result in the Salon being unable to carry out the treatment and a 100% cancellation policy will apply.

BOOKING FEES AND PAYMENTS

A booking fee may be asked upon for any and all services offered at TRI Beauty. Booking fees are non-refundable or transferable on any appointment if sufficient notice (see above) is not complied with.

TREATMENT SUITABILITY

We will always assess whether treatment is suitable for you, or likely to be successful, prior to any treatment being carried out. If not, we will inform you as to the reasons why. You will only be liable for the cost of the initial consultation, where applicable.

HEALTH CONDITIONS

Kindly advise us of any health conditions, allergies or injuries which could affect your choice of treatment when making your spa reservation.

PREGNANCY

We have specially designed treatments for expectant women or nursing mothers. Please allow our spa team to guide you in selecting which treatments are most suitable during this special time.

All bookings are subject to our full terms and conditions.
Tri Beauty, The Carriage House, School Road, Ardington, OX12 8PQ
01235 834643
info@tribeauty.co.uk
www.tribeauty.co.uk

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GIFT VOUCHERS

Once issued the value on the voucher can be used as full or part payment at Tri Beauty. The monies on the card cannot be exchanged for cash. Any remaining balance will be stored on the card and may be used to pay for future purchase. Any additional cost exceeding the value of this voucher will be paid by the redeemer. All monies on the card must be used by the expiry date which is 3 months from the date the card was issued. Any balance left on the card after 3 months of not being used will be deducted. You should treat this card as cash - it cannot be replaced if lost. This gift voucher will be considered null and void without the Expiry Date and Authorized Signature being filled up, seal and other authentication signs or if tampered. Please be aware that if you select 'Standard Recorded' delivery and the item goes missing in the post, we will investigate for you and provide you with the relevant information but we are not liable to replace, compensate or refund any funds that may have been lost. To check the remaining balance on your voucher call 01235834643 or email us at info@tribeauty.co.uk referencing your unique gift voucher number. Calls are charged at local rate. The card is not a credit, debit or cheque guarantee card. TRI Beauty reserves the right to amend these terms and conditions at any time or with draw the card on reasonable notice. Gift vouchers cannot be used to redeem promotions and cannot be used in conjunction with any offer or discounts. Gift Vouchers are non-refundable. In the event of any dispute, the decision (TRI Beauty) is final. Your statutory rights are not affected.

TREATMENT REFUND POLICY

Tri Beauty uphold a non-refund policy. Should you be unhappy with the result of a treatment, we will offer to rectify this for free if we deem the reason is due to faulty workmanship. This will require for us to inspect our work, to do this we invite you back to the salon within a timely manner. If you refuse or alter our work we will be unable to repair or rectify the problem. Gel nails- gel nails do offer longer durability then standard lacquer polish, however the length of time in which they last will vary on the individual. We can only offer free reapplication if the gel peels within the first 5 days. To repair/reapply after 5 days a charge will be applied.

PRODUCT REFUND POLICY

Products should be returned within 14 days of purchase with proof of purchase for a refund to be valid.

REFUND POLICY (PRE-PAID COURSES)

TRI Beauty gives full or partial refunds for any unused treatments within pre-paid courses up to 14 days from the purchase date. If any of the course treatments have been used the amount to be refunded will be based on individually priced treatments and not the course discount price. If you are unable to complete your course due to medical reasons and advice from your doctor we would need to see a letter from the Doctor giving the reasons you cannot continue with treatment to consider a partial refund. We would not consider any refunds at all after 12 months from the purchase date. For any refunds there will be an admin fee of £40.

TREATMENT OFFERS AND DISCOUNTS

Offers, discounts and vouchers cannot be used in conjunction with one another. Offers are subject to availability. Offers are valid Monday-Thursday only. Offers maybe required to be paid upfront, this is known as a non-refundable booking fee. We reserve the right to cancel or amend offers at any time. Some offers may have additional terms. Please specify at the time of booking if you redeeming an offer. Failure to do so will result in the treatment being charged at full price.

COMPLAINTS PROCEDURE

In the unlikely event that you are unhappy please make us aware whilst you are in salon. If you are unable to do so, please send a detailed email with timestamped pictures to info@tribeauty.co.uk within 7 days of your initial appointment. After 7 days we may not be able to investigate/repair any problems.

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