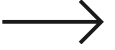


Service Policies Overview



Cancellations

- **Regular Appointments:** Require at least 24 hours' notice.
- **Packages:** Require 72 hours' notice.
- **Charges:** 50% charge for insufficient notice; full charge for missed appointments.

Refunds and Exchanges

- **Condition:** Products must be unused, unopened, and in original condition with intact seals.
- **Policy:** No exchanges or refunds for used or altered items, in accordance with statutory rights.

Deposits

- **Requirement:** Deposits may be requested to secure appointments.
- **Conditions:** Changes must comply with the cancellation policy.

Late Arrival

- **Impact:** May reduce treatment time or forfeit the appointment.
- **Effort:** Full treatment time will be offered whenever possible.

Gift Vouchers

- **Validity:** 12 months from purchase date.
- **Refunds:** Non-refundable.
- **Extensions:** May be granted at discretion.

Medical Conditions/Pregnancy

- **Notification:** Inform of any medical conditions or pregnancy when booking.

- **Suitability:** Some treatments may not be suitable.

Patch Tests

- **Requirement:** Mandatory 24 hours before selected treatments.
- **Compliance:** Treatments will not proceed without a patch test.