



Dear Nail Clients,

Please read if you're looking to book with me. All new clients will be required to fill a client consultation card that must be signed in order to proceed with the service, if refused to do so, we shall have no obligation in continuing. Note that if we feel the service is not right for you, we will be unable to carry on.

1. Walk ins are welcome but remember that appointments will always have priority over walk ins.
2. Payments by cash and card are accepted. Please note there will be a charge for the transaction on payments under £15 (£0.50p).
3. NO REFUND AVAILABLE ON NAILS. You are charged for our products and time.
4. FREE repair or replacement on nail extensions and gel polish for the first 48hrs. Note that proof will be required in this matter and you must contact us within 48hrs from your appointment. After the 48hrs, I can no longer take responsibility for any damage on your nails – each nail repair will cost between £3 - £5 (acrylic price).
5. If bringing children with you on your nail appointment, make sure that there will be entertainment for them, and that an adult is present; as my insurance policy does not allow children present during the treatment due to hazardous products and equipment in the salon.
6. The minimum age is 15. Under 15's only with a parent present and on selected services - manicures and pedicures.
7. All offers/promotions/discounts are subject to their terms and conditions. You must notify us when booking regarding an offer you're interested in.
8. We reserve the right to alter our prices without prior notice. This will not affect clients who are already booked. To avoid any confusion, if there are any concerns regarding prices, let us know before.

Punctuality and Courtesy

Arriving late may interfere with your treatment, all appointments will end at their scheduled time so that the next client will not be delayed. Please arrive at least 5 minutes before your appointment so we know you're attending.

Our waiting tolerance is 10 minutes, if you fail to contact us or to respond, your appointment will be cancelled. Note that we are unable to wait if there are other clients waiting or booked after your treatment. We do understand that there are certain situations that may delay you for your appointment, but we kindly ask that you let us know before your appointment time.

Cancellation Policy

1. If you cancel less than 24hrs before your appointment, I will require a non-refundable 50% deposit for your next appointment, this will be taken off your appointment cost. Note that this is a non-refundable deposit, even if you decide to cancel 5 minutes after you have booked it.
2. If you fail to show, a 50% of the appointment charge will be due and must be paid before booking in again.
3. My cancellation policy is not negotiable. I can't do any exceptions. I need notice of cancellation, so I have time to fill your spot. Note that if you cancel last minute or fail to show I lose time and potential clients. When booking an appointment with me you automatically agree to apply to this policy.

Sorry for any inconvenience caused and we hope you understand.

Regards Models Hair & Beauty