

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 £10.
3. NO REFUND AVAILABLE ON NAILS. You are charged for our products and time.
4. FREE repair or replacement on nail extensions or gel polish for the first 48hrs. Note that proof will be required, and you must contact us within 48hrs from your appointment. If exceeding the time required, we will no longer take responsibility for any damage on your nails. Each repair/replacement will cost between £3-£5.
5. Due to hazardous products and expensive equipment/products within the salon, we do not recommend bringing children with you on your nail appointment.
6. The minimum age for acrylic extensions is strictly 15. Parent consent will be required when 15 on your first appointment.
7. All nail art and extra services will need to be reported to us at the time of booking for time allocation.
8. We reserve the right to alter our prices without prior notice. To avoid confusion, if there are any concerns regarding prices, let us know before.

Punctuality and Courtesy

Arriving late will 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 10 minutes before your appointment so we know that you're attending.

Our waiting tolerance is strictly 5-10 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, we will require a 50% non-refundable deposit for your next appointment. If you have already given a non-refundable deposit, we will allow you to rebook once again. If cancelling more than 2x times, you will lose your non-refundable deposit.
2. If you fail to show, a 50% charge of the appointment you've lost will be required to book again. If you have paid a non-refundable fee, note that you will lose this fee and won't be able to use it 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 automatically agree to apply to this policy.

Sorry for any inconvenience caused and we hope you understand.

Models Hair & Beauty