

## Waxing by Leigh Booking Policy

To secure an appointment, you are required to pay a 50% booking fee of the full appointment value. I require **at least** 24 hour's notice to cancel or rearrange your appointment. If I receive less than 24 hours notice, then the booking fee is non-refundable. If I am able to fill the slot your booking fee can be transferred to another appointment, meaning you won't lose it.

A charge of 100% of the full appointment value is applied for on-the-day cancellations and no-shows. This charge must be paid within 24hrs of on-the-day cancelling of the appointment or not showing up. No other appointments can be booked until this is paid.

I reserve the right to request prepayment of the appointment in full before a booking will be made. If this is done, this amount will be treated the same as a non-refundable booking fee and will be retained in accordance to the above late cancellation charges (50% for cancellations within 24 hours of the appointment and 100% for same day cancellation or not showing for the appointment).

I only accept payments by cash or bank transfer. Payment must be made before leaving the appointment.

I can allow for a few minutes lateness but if you are over 10 minutes late, I may be unable to carry out your waxing as this would impact on the next client. If you are over 10 minutes late for the appointment, and this will be classed as a no-show and a charge of 100% of the appointment value will be applied; to be paid within 24hrs of the missed appointment, before any future appointments can be given.

If in the event your appointment needs to be cancelled by me then you will be offered an alternative appointment which your booking fee can be carried over to or your booking fee will be refunded to you; in accordance with the payment system's processing time for it to reach your bank account.

If on the day of your waxing appointment or within 24hrs, you decide you want less waxing done; you will still be charged the amount of the original booking as insufficient notice has been given to amend the booking and the time I'm not dedicating to waxing you could be given to someone else.

Under no circumstances must you bring another person to your appointment unless this has been prior agreed with me. If you do, you will be turned away upon arrival and charged the full appointment value.

Unfortunately babies and children are not allowed to attend with you due to insurance reasons.

