



# **The Mind Body Soul Company Policy for Beauty Treatments**



Mind Body & Soul  
WINNER - Best Nail & Tanning Salon - Essex  
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# CONTENTS

<b>Late cancellations</b>	<b>4</b>
<b>Late Arrivals</b>	<b>5</b>
<b>No Shows</b>	<b>6</b>
<b>Service Guarantee &amp; Refunds</b>	<b>7</b>
<b>Health History</b>	<b>8</b>
<b>Right to Refuse Service</b>	<b>9</b>



# INTRO

At Mind Body and Soul, we have a company policy to protect ourselves and our customers.

Your appointments are very important to us and are reserved especially for you, we understand that sometimes schedules adjustments are necessary; therefore, we respectfully request at least 24 hours notice for cancellations.

Failure to give 24 hours notice will invalidate any current discount/ promotion and may incur a cancellation charge to your account.

# LATE CANCELLATIONS

We understand that sometimes life can be unpredictable. If, for whatever reason, you have to reschedule or cancel your appointment, please inform us at least 24 hours prior (or, if the booking was made on the same day – at least 3 hours prior). Appointments cancelled without a notice will forfeit the deposit paid. Thank you for understanding!

# LATE ARRIVALS

We greatly appreciate our clients being on time, as only then we can provide all of our guests with the quality of service we are committed to.

However, we understand that unforeseen incidents do occur and therefore, we ask our clients to let us know as soon as possible if they're going to be late.

The service may need to be adjusted to fit a shorter time frame. Clients arriving more than 20 minutes late may need to forfeit the original appointment and will need to reschedule.

# NO SHOWS

Our salon is committed to providing exceptional services. Unfortunately, when one customer fails to show up without giving notice, they prevent another client from booking an appointment.

This is why we have a no-show policy that imposes a fee valued at 20% of the entire cost of the missed service.



# SERVICE GUARANTEES & REFUNDS

We always strive to provide excellent service and maintain a 100% client satisfaction rate.

In the rare instance of an unsatisfactory experience, we are committed to providing you with the needed correction within 7 days from the initial service, and if there was a mistake on our part, a full redo will be provided.

However, we ask our clients to notify us within 24 hours after the initial service took place.



# HEALTH HISTORY

The comfort and safety of our clients are our highest priorities. Unfortunately, some conditions disqualify the client from having the treatment done please ensure you fill out the questions honestly and openly.

We politely ask our clients to always inform our specialists about their health history (allergies, pregnancy, physical issues or disabilities), as even seemingly minor issues may impact the service quality and how the products react with the customer's body chemistry. We don't take responsibility for the treatment outcome if a client has deliberately withheld the information on health problems referred to in the disclosed list.





# THE RIGHT TO REFUSE

Please, mind that under given circumstances, our team members may refuse service. We can do so if the person in question:

- Is under the age of 16 (for selected services)
- Has health issues that may affect or be affected by the service
- Has purposely hidden information of crucial meaning to the service
- Behaves improperly and/or is intoxicated

Thank you for understanding.



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