

## Information

I really want you to get the maximum benefit from your experience with me. The general information and guidelines below will help you achieve this.

**Consultation and health concerns** for your first visit, a 30 minute consultation will be added to your treatment time to ensure suitability for all treatments .please let me know before your treatment if you have any concerns regarding your health or wellbeing. Please notify me upon booking if you are pregnant so that I can advise on treatments and customise techniques that are safe for pregnancy.

**Cancellations** if you need to cancel or reschedule your appointment I require a minimum of 24 hours notice prior to your booking time. Where 24 hours notice is not given, 50% of your appointment fee will be charged an the account must be settled before any further bookings can be made.

**Children** due to strict health and safety guidelines, children are not permitted in the treatment room.

**Late arrivals** if you arrive more than 15 minutes late for your appointment you will be offered the rest of your appointment at full price, I will do everything I can to accommodate you.

**Etiquette** please ensure all mobile phones or pagers are switched off during your visit.

**Feedback** I endeavour to make sure all of my clients receive the very best service and experience possible, and your feedback is extremely important to me. If you would like to share your positive experiences, offer thoughts and suggestions or let me know when something hasn't reached your expectations, I would love to hear from you. Either speak to me in person or e mail me using the contact page, thank you.

**Products** a full range of the skin care products used during your treatments is available for purchase.

**Gift vouchers** are available in all denominations, or named treatment and make a beautiful present for loved ones, friends or family. These may be used in payment for any of my treatments or retail products. The pleasure of receiving a gift certificate has only one drawback, the delicious indecision of how to spend it!

