

### **Patch Testing**

- Patch Tests must be carried out at least 48 hours prior to your appointment
- Patch Testing is compulsory for HD Brows, HD Brow Sculpt, Eyelash Emporium GDL Eyelash Tinting and Eyebrow Tinting
- Patch tests will be checked upon arrival to your appointment

### **Deposits**

#### Clients

- All clients are required to pay £5.00 deposit upon booking.
- Deposits will be redeemed against the balance of your appointment.
- Deposits are strictly non-refundable (Please see late arrivals & cancellation policy)

#### Wedding Make-up

- Wedding day make-up costs, 30% deposit is required to secure your wedding date and the remaining 70% will be due 1 week prior to wedding day. (Please note all costs and payment dates will be set out to you in your quotation.)

### **Late arrivals**

- When running late to your appointment please let us know as soon as you possibly can so any necessary arrangements can be made where possible
- If you are running more than 15 minutes late we may need to cancel your appointment & your deposit will be held.
- Where possible we will continue as normal or your appointment may be cut short, we will only ever cancel if it is impossible to continue and provide the full treatment.

### **Cancellation Policy**

- We kindly ask a minimum of 48 hour's notice to cancel appointments, less than 24 hour's notice will be charged at 50% of treatment.

### **Payment options**

- Debit/credit card, Bank Transfer or Cash

## **Covid-19**

Please contact us as soon as possible prior to or after your appointment;

- If you are feeling unwell, new cough, high temperature, loss of taste or smell, vomiting & diarrhea
- If you have come into contact with anyone presenting the above symptoms
- If you have been abroad in the last 14 days and the FOC have recommended that you self-isolate, please ensure that you contact us to rearrange your appointment. Please note that your deposit will be transferred to your next booking.