



# GENNA ROSE

LASHES BROWS TRAINING

## Terms & Conditions

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### Contact Information

In the event that incorrect information is provided, including, but not limited to: customer name, address, email or telephone number, Genna Rose Salon will not be held responsible for loss of correspondence, such as appointment confirmation or reminder messages. In instance of inaccurate or incorrect information being provided, it is the clients responsibility to identify these errors and email us of 'Hello@gennarose.co.uk'

### Cancellations/ rescheduling

The time booked for the client is reserved for the client's exclusive use. When appointment are missed, or cancelled without sufficient notice, Genna Rose Salon are often unable to fill the space.

Should you need to cancel or reschedule an appointment, Genna Rose Salon requires 72 hours' notice before the commencement time of this appointment.

Cancellations and reschedules after this 72-hour time frame will result in an invoice for the full cost of the appointments made and paid by close of business that day or for the card stored on file to be charged.

Repeat cancellations and no shows will lead to forfeiture of the ability to book in again.

Texting, Calling, emailing, and messaging via social media are not accepted forms or cancellation. It must be done by calling us on 01249 248864, if we are unable to get to the phone please leave us a message and we will get back to you right away.

### Change of mind

Genna Rose Salon will not issue a price adjustment for change of mind, the client must pay for the full amount of time booked out, even if a client requests a reduced or changed service.



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### Stored cards

When booking online you will be asked to provide your card information to hold on your file. Card details are securely held by our booking system (Ovatu) and are not viewable by the salon. For bookings where your card details are captured, your card will not be charged at the time of booking, however it will be charged in the event of a no-show or late cancellation. Cancellations 72 hours of your appointment start time.

By agreeing to store your card information on file, the client grants permission to charge this card to take payment at the end of an appointment or in case of a cancellation/ no show.

### Patch Tests

Patch test are not mandatory for lash extensions unless you would like one, we advise you to have one if you have never had lash extensions before, are pregnant or have sensitive skin. A patch test is mandatory for Lash Lifts, Lash Tints, Brow tints, Brow Lamination, Henna Brows. It is your responsibility to book the patch test at least 48 hours before your appointment, if you fail to do so and you are unable to make the appointment because of this, the cancellation policy will apply.

### Lateness

Genna Rose Salon does not extend service times or issue refunds/price adjustments for late arrival. Failure to arrive exactly on time for an appointment will lead to service alterations, allowing us to perform only the most important parts of the service.

Arriving more than 8 minutes late for an appointment will result in its immediate cancellation. Full payment of the services booked will be taken using the card stored on file and a receipt will be sent to the email address provided by the client.

Please reach out if you know you are going to be late on 01249 248864.



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### Phones and distractions

Phone conversations or asking your Lash Artist to answer/ reply to your phone is not permitted during your appointment as it compromises the hygiene area and your safety.

### Children and pets

Children and animals are not Welcome in the salon. We are unable to give a 110% to your treatment while watching a child or pet. The products, chemicals and tools found in the salon can be dangerous in the wrong hands (or Paws).

### Age Requirements

Genna Rose salon is 16+. Clients may be required to show proof of ID before the commencement of a service. People under the age of 16 will be denied service.

### Right to refuse

Genna Rose Salon retains the right to refuse a service at any time, for any reason, including but not limited to frequent cancellations, lateness, and failure to comply with the policies included in this document.

### Complaints and Feedback

Our priority is for you to be completely satisfied with the service you receive from us. We run a professional business, so we aim to deliver the highest standards in everything we do. Complaints are rare but we take them very seriously, so we have a complaints policy and process which we follow to make sure that things are put right where needed and we can learn from your feedback.

If you are not happy with the service you receive, please tell a member of staff either before you leave the salon, or as soon as possible once you have left. We will listen to your feedback and ask any necessary questions to understand your complaint, we aim to resolve any complaints within 8 weeks. If you have already left the salon, do not go to another salon as we have the right to see exactly what the service or treatment you have received from us, looks like. If you alter your service/treatment elsewhere, we will not be able to rectify any problems and will be unable to offer any sort of resolution. Please see our 'Customer Complaints Policy' in the salon, for the full policy.



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### Property Loss or Damage

It is your responsibility as the owner, to take care of any property you bring into the salon. We take no responsibility for any property which is lost or damaged unless it is damaged by a member of staff due to carelessness. Anything left in the salon will be held for 8 weeks, we will do our best to contact you to retrieve your property.

### Other Terms & Conditions

Some of our services/treatments will come with their own specific terms and aftercare. These will be highlighted individually either upon booking, consultation or at your appointment.

## Thank you.

We look forward to seeing you soon.

**GET IN TOUCH TODAY!**

 01249 248 864

 [hello@gennarose.co.uk](mailto:hello@gennarose.co.uk)

 [@gennarose.lashesbrowstraining](https://www.instagram.com/gennarose.lashesbrowstraining)