



GENNA ROSE

LASHES BROWS TRAINING

Terms & Conditions

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 at 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 the full cost of the appointment being made and paid by close of business the day of the appointment, either over the phone or with the card stored on file.

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 of 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 as soon as we can.

Please note: The cancellation policy does apply to 'Covid 19' as well as other sicknesses and unforeseen circumstances.

Permanent Brows

Requires a non-refundable deposit of £100. Deposits are non-refundable or transferable to other dates.

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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Patch Tests

A patch test is mandatory for Lash Lifts, Lash Tints, Brow tints, Brow Lamination and Henna Brows. Patch tests are only valid for 6 months, if you haven't been to us since your last treatment/patch test you will need to be re-patch tested. 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 arrivals. 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 it's 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 are going to be late on 01249 248864.

Gift cards

Gift cards are valid for 6 months from date of purchase. Gift cards cannot be transferred. We cannot replace or honour the value of gift cards in the event of them being lost or stolen.

Phones and distractions

Phone conversations or asking your Lash Artist to answer/ reply to your phone is not permitted during your appointment.

Children

Children are not permitted in the salon. In the event of you bringing a minor with you, all appointments will be rescheduled, and the cancellation policy will take effect.

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.



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Right to refuse

Genna Rose Salon retains to rights 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.

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.

Discounts

Discount codes are not to be used on, Retail, Combo deals or services under £25. One discount code applied at one time.

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.



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Thank you.

We look forward to seeing you soon.

GET IN TOUCH TODAY!

 01249 248 864

 hello@gennarose.co.uk

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