



Salon Policy

Cancellation or Missed Appointments - We require at least 24 hours notice of appointment alterations and cancellations. Repeatedly missed appointments will incur a charge of £10 per half hour.

Personal Items - Transition ask you to please take care of your personal items and valuables, as we cannot be held responsible for their loss.

Parking - We have street parking and two FREE car parks in Clifton Street. Asda has a FREE 2 hour limit.

Mobile Phones - To ensure that your relaxation and that of others is not disturbed, we request that all mobile phones are switched to silent, your treatment time may be compromised.

Children - Due to the nature of some of our treatments and for the comfort of other clients, please avoid bringing young children into the salon for treatments lasting more than 30 minutes.

Gift Vouchers - Gift vouchers are available to be used in exchange of treatments or products. Gift vouchers are **strictly valid for six months**. Gift vouchers are non-refundable, non-transferable and any change will be given in gift voucher form, bearing the same expiry date as the original voucher. Gratuities cannot be deducted from gift vouchers. Lost gift vouchers cannot be replaced.

Loyalty Cards - Loyalty cards are available on request. Each time you have a treatment to the value of £10.00 or more, your therapist/stylist will sign your loyalty card and after ten visits you will receive 25% off your next appointment. This voucher is non-transferable and to be used for treatment only. We cannot accept Loyalty Card gift vouchers in conjunction with any other gift vouchers or promotions. It is the card holders' responsibility to remember to bring their Loyalty Card with them. Forgotten or lost Loyalty Cards can not be back dated.

Card Payments - A £1.50 card charge will be added to all transactions of £10.00 or under. Card payments are NOT accepted for payment to John Andrews.

Refunds - With legitimate reason will take the form of an account payment, these are not given on gift vouchers or missed appointments. The salon owner is the only person able to deal with any complaints should they arise. Please feel free to contact her by appointment or email to info@transitionsalon.co.uk.

Treatment Courses - All treatment courses are non-refundable. If however you can not complete your course we are able to deduct the full brochure price of any treatments taken and credit your account with the remaining amount. Please note that this is not the course price per session but the individual price for the treatment taken, as stated in our price list.

Treatment Policies - In rare cases, your treatments/services may need to be rescheduled or booked with a different therapist due to staff illness or situations beyond our control. We will endeavor to inform you prior to your time. Please note that treatment times include time spent changing and the timings for treatments are approximate. Please be reminded you are hiring the therapist and room for a set time, that time, does not mean length of treatment.

Treatments for Men - Men are required to wear underwear during treatments. If a male client arrives for their treatment without underwear, the therapists reserve the right not to continue with the treatment.

Head Lice - Our hairdressers will check all children for lice prior to treatment to avoid any embarrassment.

Skin Tests - if you are advised to have a skin test these need to be performed 48 hours prior to treatment or service.

Promotions - due to the reduction in cost, unless stated the monthly promotions are strictly to be taken and completed within **TWO** months of the purchase date.