

Terms and Conditions

These terms and conditions outlay The Philosophy of Beauty’s cancellation policy. From this point ‘The Philosophy of Beauty’ will be referred to as ‘TPOB’.

Booking an appointment with TPOB online, via social media, email or telephone stipulates your agreement to the terms and conditions outlined below.

**Cancellation Policy**

We request our customers, where possible, to provide at least 48 hours’ notice if an appointment requires change or cancellation.

Cancellations can be made by phoning TPOB on 07814 502 705 during our opening hours which can be found on our website at thephilosophyofbeauty.co.uk. If an urgent cancellation is required out of hours, then we ask that these requests are emailed to [marketa.priestley@gmail.com](mailto:marketa.priestley@gmail.com).

If cancellation requests are made later than 48 hours prior to the appointment then customers will still be charged for 50% of their original treatment price due to the inability to fill the appointment time taken; this is regarded as compensation. If a cancellation request is made in the 24 hours prior to the appointment, customers will be charged for the full amount of their booking.

If an appointment that requires at least 2 hours is booked the customer will be required to leave a 20% non-refundable deposit at the time of booking.

When a customer cancels a booking or fails to arrive to the booking, it is at the discretion of Marketa Priestley (Owner) to make the decision as to whether the treatment becomes payable and to what extent.

**Arriving Late**

Unfortunately, arriving late to an appointment interferes with the schedule for the rest of day however, if sufficient notice is given to TPOB through the correct channels, then things can be done to assure the rest of the day runs smoothly.

**Not Showing Up**

If a customer doesn’t show up for their appointment, the next time they book with TPOB the treatment must be paid for upfront.

##### **Our Right to Cancel**

If Marketa is not available to carry out your treatments through circumstances beyond control, TPOB would have no choice other than to cancel your booking, but sufficient notice would be provided.

##### **Complaints**

The customers right to complain: If you are in any way dissatisfied with any aspect of your experience with the TPOB then please feel free to contact us. All of our contact details can be found on our website at thephilosophyofbeauty.co.uk.