



Terms and conditions.

Arriving to your appointment

We ask you to arrive 5 minutes before your appointment time to allow yourself to relax before your treatment. We may not be able to extend treatment times for late arrivals.

A booking fee may be required upon booking certain services.

Late arrival

Regretfully, late arrival for your appointment time may result in reduced treatment time with the full fee being charged, and/or the need to cancel and rebook your appointment.

Please note, whilst we make every effort to ensure that your appointment runs to schedule, there may be occasions, for reasons beyond our control when your appointment time may run a little late.

Compensation is not offered under these circumstances.

Missing appointments, rescheduling, and cancelling:

If you do not turn up to an appointment and do not notify us by speaking to one of our team members then the session will be lost.

We ask you to give a minimum of 48 hours' notice, if you wish to cancel or reschedule your appointment. We charge a cancellation fee of 50% of the full treatment value if an appointment is cancelled or rescheduled giving less than 24 hours' notice.

A 50% non-refundable booking fee will be taken at the time of booking, for treatments over the value of £25, in order to secure the appointment.

Clients who wish to change or cancel appointments are requested to provide at least 48 hours' notice as a courtesy to both our therapists and other clients who wish to book appointments in our salon. If we do not receive this, we will retain the booking fee as a cancellation fee. Please note that booking fees are non-refundable.

A booking fee can be arranged by the following ways:

In person in our salon, we accept most major Credit/Debit/Switch cards (Except American Express) / Cash – We do not accept cheques. Bank transfer using our bank details;

Kindly text our salon number 07528169944 after you have made the transaction stating your name date and time of your booking so that we know you have paid.

PayPal: Kirren_karara@yahoo.co.uk

Clients who have previously missed 2 appointments or attempted to reschedule within 24 hours will be required to pay for all future appointments in advance. In the event of non-attendance, the full fee will be charged.

Courses of 6

All treatments purchased as a course must be paid in full in advance of the first treatment.

All treatment courses must be taken within 12 months from the date of purchase.

If you wish to cancel your appointment, we will need to know 48 hours before your appointment

Cancelling your appointment less than 48 hours will result in you losing one session of your six.

Failure to cancel, rearrange or no shows will result in the loss of the treatment from your course.

Courses of 6 are non-refundable or non-transferable.

In the event that you cannot proceed with your course of 6 treatments, you will be offered to return to the salon as soon as possible to restart the treatment.

In the event of a course of 6 being reduced further at a later date the difference will not be refunded nor will it be in conjunction with any other offer (s).

Promotional offers/ Gift vouchers / Virtual coupons/ Pay as you go offers/Deals

Deals/ Promotional offers/ Gift Vouchers/ virtual coupons are non-refundable and non-transferable.

Pre - paid or partial paid appointments will not be refunded and cannot be transferred to anyone else.

In the event of a promotional offer /Pay as you go deal / lump sum deal or course of 6 being reduced further the difference will not be refunded nor will it be in conjunction with any other offer (s).

Bringing children and others with you to your appointments:

Unfortunately, we do not have child minding facilities at our clinic. It is not recommended to bring children, family members or friends in unnecessarily/or if they do not have an appointment with us. Please make childcare arrangements beforehand. Whilst we follow child protection policies and health & safety procedures, our staffs are not responsible to looking after your child.

Anyone other than yourself and the therapist cannot be present in the treatment room or area.

Group Bookings

A non-refundable booking fee of £10 per person will be taken on bookings for all treatments under £25 and a 50% non-refundable booking fee for treatments over £25. This is non-refundable and non-transferable.

Training course:

A non-refundable non-transferable booking fee of 20% will be required to secure your position on the course. The remaining payment must be made 2 weeks before the course commencing.

Booking fees for training courses will not be refunded if you are unable to attend or your model does not show up.

It is your responsibility to ensure you or the person(s) you are booking on the course meets the requirements as detailed within the course details before booking.

Available places displayed online are an indication and not a guarantee that the number of places are available. You can check with your tutor (Kirren) on 07528169944 how many places are available.

Advertised trainer is correct at time of booking, we reserve the right to change the trainer without notice at any time.

Gti Membership may be applicable if you are not already a member.

A non-refundable and non-transferable booking fee will be required to secure your position.

The remaining balance is required two weeks prior to your course commencing.

Last minute courses if available must be paid in full prior to course commencing; any pre entry requirements must be fulfilled prior to the course date.

Booking fees, partial or full payments for courses will not be refunded or transferred to another person should you need to cancel before the agreed course date. After this point courses are non-refundable and non-transferable under any circumstances

Another course date may be offered as an alternative if you are unable to attend and give more than two weeks' notice.

We reserve the right to cancel the course date; in this case we will notify you at least 7 days prior to the event and advise you of an alternative date/venue. In the event of a course cancellation with less than 7 days' notice, a new course date or refund will be organised for you however in this instance we are NOT liable for travel expenses, childcare, potential loss of income or any potential associated costs.

Insurance:

It is your responsibility to check with your potential/existing insurance provider and/or county council to ensure you are able to gain your public liability, business insurance and any council license requirements before booking a training course through Kirren Karara.

Regrettably, we have had to put these measures in place as a courtesy to other clients who wish to make suitable appointments, as there have been cases of non-arrivals and last-minute cancellations, which in turn other clients have been unable to come into the salon.

We hope that you understand and appreciate our salon policies and we look forward to seeing you soon.