

# AMANDA'S *Bella Beauty*

## APPOINTMENT AND BOOKING POLICY

*Effective 01 June 2016*

### ***Eyebrow Feathering***

#### DEPOSIT

All Eyebrow Feathering appointments will require a booking deposit of \$100.00 in order to secure your appointment time. This deposit must be paid in order for us to confirm your appointment and is non-refundable.

*Please note that we are unable to book an appointment until payment has been received.*

Payments can be made via credit card, over the phone or inside our Bella Beauty Salon, located in Ringwood East. The booking deposit of \$100.00 is then deducted from the treatment price come appointment day.

#### CANCELLATION OR RESCHEDULING

In the case you wish to cancel or reschedule your appointment, we ask that a minimum of fourteen days notice be given to Amanda Rickard at Amanda Bella Beauty.

Bella Beauty will happily reschedule your appointment to the new appointment date, providing the new date and time are available for bookings and Bella Beauty have received cancellation notice outside of the fourteen day period.

If you are unable to attend your appointment and you do not wish to reschedule to another date in the future, you will forgo your deposit.

#### REFUNDS

Bella Beauty will not refund a deposit due to a change of mind. Deposits can be used in the future and can be used to make another appointment for 12 months.

### ***Touch Ups***

Following the completion of your initial eyebrow feathering appointment, your touchup treatment will be scheduled for a mutually agreeable date in the upcoming four weeks. Bella Beauty provides this touch up treatment complimentary as part of the service.

Bella Beauty asks that you take the time when making this appointment, as the best results are achieved within this short timeframe and we maintain a strict policy to cancellations and rescheduling.

#### CANCELLATIONS AND RESCHEDULING

Cancellations and rescheduling touch up appointments can be arranged, however Bella requires **fourteen days notice for all cancellations and rescheduling touchup treatments**. If a touch up appointment is cancelled or missed without the required notice, you will forfeit this free treatment and charges will occur.

**All touch up treatments completed outside of the four week period will incur a charge of \$100.00, unless agreed to otherwise by Bella Beauty.**

*Bella understands that sometimes situations arise that are out of our control. Touch up treatments are a 2hour complimentary appointment time -slot and last minute rescheduling or late cancellations not only cost Bella Beauty time and money, they also deny another client the chance to that appointment time.*

*We ask that you take the time to plan and schedule your touch up appointment at a time that you are able to attend as we **must** maintain this policy without exception so that it is fair to everyone.*

*We hope that you understand terms of the above policy. If you have any further questions, please do not hesitate to contact one of the Bella Beauty team members and we will be more than happy to help! We appreciate your continuous support.*