

# Salon Terms and Conditions

## Insurance

Within the beauty and aesthetics industry, maintaining high standards, professionalism and client safety is extremely important to us.

All our staff are fully qualified and insured for all treatments they carry out.

We maintain:

- Professional Indemnity Insurance
- Public Liability Insurance
- Product Liability Insurance
- Employer's Liability Insurance

Our current insurance is arranged through Insync and underwritten by AXA for Womankind.

Insurance certificates are kept on site and may be viewed upon request.

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## Health and Safety

Womankind is committed to operating in line with applicable Healthcare Improvement Scotland standards and clinical governance requirements for non-surgical cosmetic procedures.

Our policies, procedures and clinical protocols are regularly reviewed to support client safety, infection prevention, consent, record keeping and professional standards within the clinic environment.

Womankind takes health and safety very seriously. We maintain:

- Health & Safety Policies
- Risk Assessments
- Fire Risk Assessments
- Infection Prevention & Control procedures
- COSHH documentation
- Clinical waste procedures

In the interest of client safety, vulnerable clients, those with disabilities and clients under the age of 16 may be allocated the most appropriate treatment room where required.

Should a fire occur, please exit the building immediately via the nearest safe exit.

We operate a recycling policy within the premises in line with Scottish Government environmental legislation.

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## **Punctuality and Courtesy**

Arriving late may interfere with your treatment time. All appointments will finish at their scheduled time to avoid delays for following clients, and full charges may still apply.

Treatment times include:

- Consultation time
- Preparation time
- Dressing/undressing time
- Room turnaround time

Please arrive 10 minutes prior to your first appointment to complete a confidential consultation form.

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## **Services and Price List**

All services and prices are subject to change without prior notice.

For the latest prices and services, please visit our website.

Treatment times may include consultation and preparation time. Please ask for further details if required.

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## **Cancellations**

We require a minimum of 24 hours' notice for cancellations or rescheduling.

Failure to provide sufficient notice may result in the full treatment cost being charged.

Cancellations can be made by:

- Calling 0131 343 6262
- Emailing [info@womankindbeauty.co.uk](mailto:info@womankindbeauty.co.uk)
- Through your client profile online or through our app.

Clients with repeated “no show” appointments may be required to prepay for future bookings.

Appointments over 1 hour in duration require a 50% deposit at the time of booking.

Deposits:

- Can be transferred to another appointment when sufficient notice is given
- Are refundable when cancellation terms are met
- Will be forfeited for cancellations within 24 hours or “no show” appointments

Refunds may take 3–5 working days depending on your bank.

Deposits left on account may be:

- Applied to future bookings
- Transferred to another person upon written request from the account holder

Large bookings may require longer cancellation periods and full upfront payment.

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## **Purchase of Retail Products**

All retail products must be paid for in full at the time of purchase or ordering.

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## **Prepaid Courses of Treatments**

Prepaid treatment courses are valid for 24 months from the purchase date unless otherwise stated.

“Buy 5 Get 1 Free” offers apply only to identical treatments.

Courses must be paid for in full upfront to qualify for promotional pricing.

Course offers cannot be used in conjunction with any other discounts or promotions.

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## **Loyalty Rewards**

Our loyalty points system is operated through your client account.

Loyalty points:

- Cannot be exchanged for cash
- Cannot be transferred or sold
- May only be redeemed on selected treatments
- Cannot be used alongside other promotions

Womankind reserves the right to:

- Amend the scheme
  - Withdraw the scheme
  - Refuse or remove participation without prior notice
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## **Gift Cards and Vouchers**

Gift cards may be used against services and products up to the value loaded onto the card.

Gift cards:

- Cannot be exchanged for cash
- Are non-refundable
- Expire 12 months after purchase

Please treat gift cards as cash, as lost, stolen or damaged cards cannot be replaced.

Gift vouchers:

- Are valid for 12 months from purchase
- Must be presented at the appointment
- Cannot be exchanged for cash
- Cannot be sold or transferred

Late cancellation and no-show policies also apply to voucher bookings.

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## **Complimentary and Charity Vouchers**

Complimentary and charity vouchers:

- Cannot be exchanged for cash
- Cannot be amended or upgraded
- Cannot be used against retail products

Please ensure bookings are made with any specified therapist where applicable.

Bookings are subject to availability and may be restricted during:

- Bank holidays
- Peak summer periods
- December

We operate a 48-hour cancellation policy for charity and complimentary vouchers.

Failure to attend or cancellations within 48 hours may result in the voucher becoming void.

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## Expired Vouchers

Management may, at their discretion, extend expired vouchers by up to 3 months for off-peak appointments only (Monday–Friday, 10am–5pm).

This does not apply to charity or complimentary vouchers.

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## Smoking and Vaping

Smoking and vaping are strictly prohibited anywhere within the premises.

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## Medical Conditions

Please inform your therapist or clinician of any medical conditions, allergies, pregnancy, medications or injuries prior to treatment.

Certain medical conditions or medications may make some treatments unsuitable.

Clients are responsible for informing us of any changes to their health or personal details.

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## Mobile Phones

To maintain a relaxing environment for all clients, we kindly ask that mobile phones are kept on silent during your visit.

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# Children and Age Restrictions

We encourage clients to attend appointments without children where possible to maintain a calm, safe and relaxing environment for all clients.

Due to:

- Hot wax
- Clinical equipment
- Electrical devices
- Sharp instruments

children must not be left unattended within the salon.

Children under the age of 16 must be always accompanied by an adult whilst within the premises.

Aesthetic treatments and higher-risk treatments are strictly for clients aged 18 years and over only.

Womankind may offer selected low-risk beauty treatments to clients under the age of 18 where:

- Written parental or guardian consent has been provided prior to treatment
- The treatment is considered age appropriate
- The treatment is carried out at the client's and parent/guardian's own will and consent
- The therapist deems the treatment suitable and safe to proceed

For intimate treatments on clients under the age of 16, a parent or legal guardian must remain present within the salon during the appointment.

We reserve the right to refuse treatment where:

- Appropriate consent has not been obtained
- Identification or age verification cannot be provided if requested
- The treatment is deemed unsuitable or inappropriate for the client's age
- The therapist or management has concerns regarding safety, safeguarding or suitability

Please notify us in advance if you intend to bring a child with you to your appointment, as some treatment rooms may not safely accommodate children.

If a treatment cannot proceed safely due to childcare arrangements, our cancellation policy may apply.

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# Animals

Animals are not permitted within the clinical rooms with the exception of registered assistance dogs.

Please advise us in advance if you will be accompanied by an assistance dog.

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# Wheelchair Access

We have wheelchair access available within the salon.

If you require assistance or specific arrangements, please contact us prior to your appointment and we will do our best to accommodate you.

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# Payment

We accept:

- Most debit cards
- Most credit cards
- Cash payments

All prices include VAT where applicable.

Online payments are securely processed via Stripe.

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# Patch Testing

Patch testing may be required for treatments including:

- IPL / Laser
- Tinting
- Lash Lifts
- Brow Lamination
- Eyelash Extensions

Additional patch testing may be recommended where clinically appropriate.

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# Personal Items

Please ensure you collect all personal belongings before leaving the salon.

We cannot accept responsibility for lost items.

Unclaimed items may be donated to charity after a reasonable period.

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# Returns Policy

Retail products may be returned within 14 days if:

- Unopened
- Unused
- Sealed and in resalable condition

Proof of purchase is required.

Refunds will be made using the original payment method.

Opened products cannot be returned unless:

- An allergic reaction has occurred
- Supporting evidence is provided
- Management approval is given

For postal orders:

- Incorrect items sent by us will be refunded including postage
- Customer change-of-mind returns will not include postage reimbursement

Damaged goods must be reported immediately with photographic evidence where possible.

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# Complaints Procedure

We always aim to provide exceptional customer service and client satisfaction.

If you are unhappy with any aspect of your treatment or experience, we encourage you to raise this with us as soon as possible so we can resolve the matter promptly.

Initial concerns should be discussed with the therapist or clinician involved.

If unresolved, a manager or supervisor will assist further.

Where appropriate, we may offer:

- A corrective appointment
- An alternative therapist
- An alternative treatment
- A complimentary service
- A refund in exceptional circumstances

All incidents, complaints and accidents are documented appropriately.

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## **Data Protection and Privacy**

A copy of our Privacy Policy is available on our website.

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## **Hyperlinks**

Our website may contain links to third-party websites. We are not responsible for the content, security or privacy practices of external websites.

The inclusion of any hyperlink does not imply endorsement by Womankind.

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