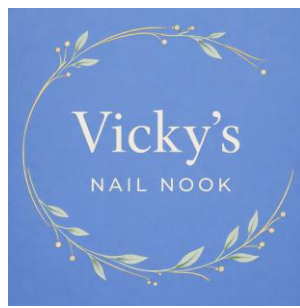




Terms & Conditions

These terms are in place to ensure a safe, professional, and enjoyable experience for every client.

1. General Terms

By booking an appointment or placing an order, you agree to the terms outlined below.

I reserve the right to refuse service to anyone displaying inappropriate, disrespectful, or unsafe behaviour.

2. Appointments (Salon Services)

Booking & Deposits

A **£10 non-refundable deposit** is required to secure all appointments.

This deposit will be deducted from the final price of your treatment.

Appointments are not confirmed until the deposit has been received. If a deposit is not paid (unless agreed in advance), the appointment may be cancelled.

Cancellations & Rescheduling

- Cancellations or reschedules made **24 hours or more before** the appointment can have their deposit transferred to a new booking.
- Cancellations made **within 24 hours** of the appointment will result in the deposit being lost.
- If you cancel **three consecutive appointments**, a new deposit will be required to secure any future bookings.

Arrival & Timing

Please arrive on time for your appointment. Late arrivals may result in reduced treatment time or cancellation.

First Appointment Requirements

All new clients are required to complete a consultation form and medical questionnaire prior to their first appointment.

A patch test may be required before certain treatments. Where necessary, this must be completed at least **24–48 hours prior** to your appointment. Failure to complete a required patch test may result in cancellation.

Age Policy

Clients aged 10 and above are welcome.

Clients aged 16 and under must:

- Be accompanied by a parent or responsible adult (18+)
- Have a consent form signed by the accompanying adult upon arrival
- The accompanying adult must provide ID if requested

The accompanying adult accepts responsibility for the treatment provided.

Health & Safety

Please inform me of any allergies, sensitivities, or medical conditions prior to your appointment.

I reserve the right to refuse treatment if it is not safe or appropriate to proceed.

Aftercare Responsibility

Aftercare advice will be provided. I am not responsible for damage caused due to failure to follow aftercare instructions.

Repairs & Issues

If you experience an issue within **72 hours** of your appointment, please get in touch. Fixes may be offered at my discretion.

Payments

Full payment is required at the end of your appointment. Any deposits paid will be deducted from the final total.

3. Press-On Nail Orders

All press-on nail sets are custom-made to order.

Due to the personalised nature of these products, **returns or refunds are not accepted** unless the item is faulty.

If there is an issue with your order, please contact me at **vicky@vickysnailnook.co.uk** within **48 hours of delivery**.

4. Shipping & Delivery

We currently ship within the United Kingdom only.

Processing Times

Please allow **3–7 working days** for your order to be created before dispatch.

Shipping Option

- **Tracked Delivery – £5.99**
Fully tracked service. Tracking details will be provided once dispatched.

Free Delivery

Free UK tracked delivery is available on orders over **£50**.

Delivery Timeframes

Once dispatched, estimated delivery times are:

- Standard Delivery: **2–5 working days**
- Tracked Delivery: **1–3 working days**

Delivery times are estimates and may vary during busy periods.

Responsibility & Delivery Issues

We are responsible for your order until it has been delivered to the address provided at checkout.

If your order is lost or significantly delayed, please contact **vicky@vickysnailnook.co.uk** and we will assist you.

If an incorrect address is provided, we cannot guarantee replacement or refund.

Delays

We are not responsible for delays caused by postal services; however, we will always do our best to help resolve any issues.

5. Liability

I am not liable for any allergic reactions or sensitivities where full and accurate information has not been provided prior to treatment.

By booking or purchasing, you accept responsibility for following all aftercare advice provided.

6. CCTV Notice

Please be aware that CCTV may be in operation within the salon area for the purposes of safety, security, crime prevention, and the protection of both clients and the business owner.

Footage will be handled securely and only accessed when reasonably necessary. By attending an appointment at Vicky's Nail Nook, clients acknowledge that CCTV may be in use within the salon environment.