

Sparkle Beauty Cancellation Policy

When booking an appointment with Sparkle Beauty you are agreeing to our terms and conditions.

Cancellations / Appointment Changes

We ask that cancellations or changes to appointments are made at least 24 hours in advance. Failure to adhere to this will result in future appointments requiring pre-payment.

We will consider exceptional circumstances, however this also will be at the discretion of therapist/Sparkle Beauty.

No-Shows

A “no-show” is where a client does not turn up for a pre-booked appointment and does not contact the salon to cancel in advance. In the event of a no-show you will be contacted to arrange payment for the loss of income incurred.

Clients with previous no-shows will be required to make full pre-payment for future appointments.

Failure to pay the costs of missed appointment(s) or regular missed appointments may result in future bookings being declined/cancelled.

Deposits and Pre-Payments

Due to the long duration of some appointments, we may request a deposit of 50% of the appointment value to secure a booking. This will be requested on bookings of over an hour of time and/or bookings amounting to over £50.

A deposit is refundable in the event a client cancels/changes their appointment giving at least 24 hours' notice.

Deposits or pre-payments for bookings which are either cancelled with less than 24 hours' notice or where the client does not show for their appointment are non-refundable under any circumstance.

Late Arrivals

We will always try to accommodate our clients as best we can, and we understand that sometimes things can happen in the day that can make clients run late.

We ask that clients use reasonable endeavour to let us know as soon possible if they are running late as we may be able to delay the appointment, however we may not be able to fulfil an appointment if a client is in excess of 10 minutes late. In the case that we cannot accommodate the full treatment due to late arrival the appointment time may be cut down, with full payment still being required.