



Dear Valued Client

Here at Beechwood Beauty, we aim to remain competitive in an ever increasing industry. To enable us to do this we work hard to meet our customers needs and requirements, and as many of you are aware we often have a 3/4 week waiting list.

Unfortunately, we have seen an increase in missed appointments and last minute cancellations. This is frustrating not only financially but to other clients that have been trying to get appointments.

We realise that people have very busy lives and find it increasingly difficult to remember all the things they have scheduled. Therefore we would like to offer a reminder service to those that require it. Please let Karen or Tracy know if this would help you and we will set up a suitable way to notify you.

Also that sometimes circumstances are beyond control. Again we are understanding of this, we are human after all!

### **Beechwood Beauty Cancellation Policy**

- If you are unable to attend your appointment please contact us asap so we can offer the appointment to another client on the waiting list to avoid charges to you.
- Please cancel by telephone giving us at least 24 hours notice (48 hours for Monday appointments - we are not open Sunday so messages are not collected between Saturday and Monday). Internet communications cannot be guaranteed so if you book, query or cancel an appointment by email, Facebook, Twitter or any other internet method please do not assume we have received it unless you receive an acknowledgement from us.
- If an appointment is cancelled within 24 hours notice (48 hours for Monday appointments) a charge of 50% of the treatment will be added to your next appointment. A no-show will be charged in full.
- For group or large bookings a deposit of 50% is required and 3 days notice is needed to cancel or you will lose your deposit.

Tracy Slade