

46 Badshot Lea Road
Farnham, Surrey, GU9 9LU

Holly Cottage Beauty

Policies & Procedures:

By booking an appointment at *Holly Cottage Beauty*, I hereby comply to the said Policies and Procedures:

- I hereby agree that if I must cancel or re-schedule an appointment, I will provide a 24 hours' notice. Changes over 24 hours of appointment time will incur a fee of 20% of the service price.
 - If I do not show up for my booked appointment, I will be charged 50% of the service to cover the time and opportunity cost for the *Holly Cottage Beauty* Therapist. If I do not cancel within 24hrs or NO-SHOW, I will be required to pay the full amount.
 - If I arrive late to my appointment, my reservation may need to be modified or re-scheduled. If I am more than 15 minutes late, I will be considered a NO-SHOW and will be charged accordingly to the services I booked.
 - In the event I need to change my appointment time, I may cancel my appointment on the Treatwell website <https://www.treatwell.co.uk> or directly call *Holly Cottage Beauty* on **07824886209** to adjust it for me. I can also send an email to hollycottagebeauty@gmail.com
- I fully understand that *Holly Cottage Beauty* is by appointment only and might not be able to accommodate all change requests. • After-hours appointments may be available on a case-by-case basis for an additional fee.