

The Essentials Deposit & Cancellation Policy

For all treatments booked, a 50% deposit will be **required upon booking**. Bookings will not be made without a deposit being paid. The deposit is **non-refundable** but is transferrable to another appointment if **48 hours notice** is given to cancel or re-arrange the original booking. If the booking is cancelled or re-arranged with less than 48 hours notice the deposit will be lost unless it is due to these COVID conditions:

- If you develop COVID-19 symptoms or test positive for COVID 19
- You have been instructed to self isolate or shield by track and trace
- We have to cancel the appointment due to the salon not being able to fulfil the treatment at the time originally booked.

This is not required if the treatment required is part of an outstanding course of treatments or you have a previous balance on your account with us.

If you are paying for your treatment with a gift voucher, the voucher number must be given as your deposit and then the same applies as above.

Any other variations will be at the management's discretion.

Thank you for your understanding as we begin to rebuild our business.

Thank you
The Essentials

For more info please email the management team.

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