

Cancellations;

We require a 50% deposit/cancellation fee of your booking as we have allocated time for you.

If you have not paid us prior the appointment and do not show then we will request a fee be paid.

We ask that you give no later than 24 hrs notice for rescheduling or cancelling.

We offer an SMS reminder service which is sent to you 48 hours prior to your appointment. On receipt of this text we ask that you confirm 'y' for Yes or cancel with 'N' for No

This is acknowledgment of our policy. Credit card details are required, and deposit is paid immediately. Cash deposits can be paid by entry into the salon 2 days prior the booking

We explicitly state that there are to be no cancellations made via email and only accept via our land line prior to 24 hours.

Substitution- We will except a substitute family, friend or other if you would like them to take your appointment and therefore you will not lose your deposit.

GIFT CARDS

East Ivanhoe Skin & Body Therapy gift certificates are valid 3 years written from our store (from date of issue)

Online gift vouchers are also valid 3 years. (from date of issue)

Balances are kept under your account file but you will not be sent any annual balance updates.

3rd Party Gift Cards – eg Best Spa Card, Pampered card.

We require notification prior your booking that you will be using these cards.

We will not take any responsibility for failed or expired cards.

Please check your card is valid prior booking with us. Your card may be checked prior to service.

A deposit of left-over balance or credit card information is required prior your appointment and will act as a 50% deposit for the booking. This will only be used upon default of the booking.