

**Please take time to read before your next visit. Booking an appointment means you are agreeing to our terms of trade**

We are moving in line with other professions like Dr's and Dentists. Hopefully this will encourage customers to call in if unable to make their appointments, thus allowing us the opportunity to open up the spaces to people who need to get in.

By booking an appointment you are undertaking an agreement with us that you will attend your appointment at the given time.

**Reminders:** We will text you the day before your appointment at gam. If you need a phone call instead or an email if out of range we can set that up too. We can also contact you an hour before if easier.

**Not suitable?:** If the appointment isn't going to work please let us know straight away. If you are likely to be called into work or your children are unwell and you do not have a back up, we would prefer to reschedule you.

**With the introduction of the new booking system we will be strictly enforcing the following policy:**

1.1 All on line bookings now require a credit card or debit card to be entered into the secure encrypted on line platform. If you do not feel comfortable with this you can have the option to come in and prepay your treatments up front.

**1.2 Any cancellations/no show within 24 hours will automatically incur in 100% payment/full cost of the treatments being charged to the card provided, via the Timely server.**

1.3 We will no longer be taking booking via Facebook messenger. If you wish to make an appointment with us please just follow the book now button on our Facebook page or website.

1.4 Phone bookings will also require a credit card to be booked. We can enter that on your behalf please have this ready to read out to us when you book.

1.5 VIP Passport holders are exempt from the above because their treatment is voided on the passport instead if they do not show.

1.6 Due to all the extra time allocated to organising Group bookings. These will now require a non refundable "booking fee" of \$100, which can be used against services on the day. The group organiser will need pay this to confirm the booking. Until this fee is paid the booking is not reserved and others can book the space. If the group cancels for whatever reason the booking fee will be lost. If rescheduled (if more than a week out of the booking) the \$100 remains on file. Within one week the booking fee will be forfeited. Within 24 hours cancellation normal fees will incur and the group will agree to pay 25% of the entire lost revenue and payment from the card on file will be obtained

#### GIFT VOUCHERS

People with gift vouchers are statistically the least likely to show up. We still require a credit card to book but you can opt to have the 25% cancellation fee taken off the voucher instead. You will need to provide us with the voucher number.

