

**Please take time to read before your next visit.**

**Booking an appointment means you are agreeing to our terms of trade**

By booking an appointment you are undertaking an agreement with us that you will attend your appointment at the given time or at least let us know so we can fill your space with our waitlist.

**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.

**Time 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.

### **Timely booking system**

1.1 All on line bookings now require a credit card or debit card to be entered into the secure encrypted on line platform. Even if you wish to pay by a gift voucher we still require a card. If you do not feel comfortable with this you can have the option to come in and prepay your treatments up front with the knowledge that no shows or under 24 hours will incur a 25% charge on your voucher.

1.2 Any cancellations/no show within 24 hours will automatically incur a 25% charge of the treatment(s) cost which will be taken off the card via the Timely server.

1.3 We will be 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 Group bookings. To book in a group a non refundable "booking fee" of \$100 needs to be paid by group organiser and can be used against services on the day. Until this fee is paid the booking is not reserved and others can book the space.

Some spas are now requesting full payment up front with no refund however at CHANGES If the group cancels for whatever reason within a week just the booking fee will be lost. Within 24 hours cancellation normal fees will incur and the group will agree to pay 25% of the entire amount of services on the day which will come off the organisers credit card. This includes last minute guests not showing up on the day or changes to the day.

Please see staff if have any questions @ANDELO.COM | WWW.ANDELO.COM