

TERMS & CONDITIONS

- Should you ever have cause to be disappointed with any aspect of your treatment here at Arcana, please inform the manager or proprietor at the earliest possible opportunity so that we may be able to rectify or remedy the situation immediately. We genuinely want to know where we need to improve.
- We require 24 hours notice for cancellations or amendments to bookings. We respectfully advise that if we do not receive a minimum of 12 hours notice, you will be liable for a £10 cancellation charge.
- Advertised timings are approximate and allow for a short changing period preceding and following each treatment. These guide times are given to help you plan your day and for us to do the same.
- We do not offer refunds on gift vouchers purchased, pre payments made 'on-account' or bulk booking payments, however their value (price paid at date of purchase) remains entirely flexible for services at the salon and are fully exchangeable. This excludes retail products and specialist treatments with clinicians.
- A 'course' of any advertised treatment, pre-paid as a block of 10, is subject to a 15% discount, but must be taken within 6 months.
- Prepaid vouchers, 'on-account' credits and course payments must be utilised within 6 months. Any remaining sessions will become void after this time.
- All of our offers, promotions, discounts and schemes (including loyalty points) including those offered by our promotional partners (including but not limited to O2, New Look and Nestle) are restricted to one offer, per person, per visit, per salon, per day and cannot be used in conjunction with any other reduction on the same transaction, or multiples of the same offer.
- Loyalty Points cannot be transferred between salons, nor can points be transferred between clients; even family members
- If you arrive late for your appointment, the treatment may be altered accordingly to ensure other clients are not kept waiting. However, you will remain liable for the full original treatment cost.
- We request that you turn mobile phones off or alternatively switch them to a 'silent' or 'discreet' setting so as not to disturb other clients within the salon who may be enjoying a relaxing treatment
- Arcana cannot take responsibility for any of your personal affects, either lost, stolen or damaged, so please leave valuables at home or take great care of them. Neither can we take responsibility for vehicles and their contents within the allocated parking areas.
- Children must be supervised at all times whilst they are visiting the salon; the salon environment is a potentially dangerous one with scissors and chemicals being recurrently accessible. We cannot be held responsible for those children who injure themselves whilst unsupervised. None of our staff are suitably qualified for childcare. Please do not put your child at risk.
- If a team member is unavailable (due to absence, sickness or otherwise) we will always try to offer you an alternative appointment rather than cancel; this may be at a different time, with another member of the team or at our other salon/s, or with the same team member on another day.
- In the unlikely event that you are unhappy with the outcome of your service and would like to be considered for a rectification procedure, please contact reception in the first instance who will arrange for a consultation where appropriate before rescheduling any work required. Please see our satisfaction guarantee for details.