

LOUISE

B E A U T I Q U E

5 The Crescent, Thornton, Liverpool, L23 4TA

0151 932 0681

OPENING HOURS

SUN / MON	CLOSED
TUE / WED / THUR	9am - 8pm
FRI / SAT	9am - 5pm

Gel Manicures

Footlogix Pedicures

Lashes & Brows

Million Dollar Facials

Medi+ Homecare

Facials

Massage

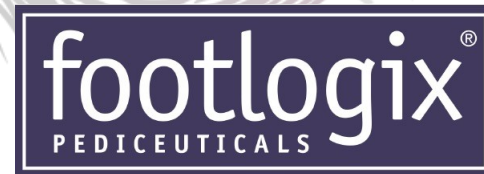
Reiki

Spray Tans

Waxing

MILLION
DOLLAR FACIAL

R O S E &
C A R A M E L



Where Medi meets Pedit®



www.louisebeautique.com



Louise Beautique



louisebeautique

LOUISE

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BOOKING

“TERMS AND CONDITIONS”

Making A Booking

We accept bookings via our Online Booking System or by contacting the Salon direct on 01519320681

You can access our Online Booking via our Website at www.louisebeautique.com or via our Social Media Pages using the “Book Now” button.

**Please note that messages left on our social media platforms requesting a booking will not be accepted as our pages are not monitored, you will be directed to our Online Booking System.

We will require an email address and a contact number to book you on to our booking system, this is because we run our bookings via email where you will receive an email and/or text confirmation of your booking and a 48 hour reminder, however, It is your sole responsibility to remember your scheduled booking and must not rely on the reminder service as this is just a courtesy.

We run an appointment based system which are on a first come first served basis, booking slots can not be held. During busy periods such as Summer and Christmas there can be a 2-3 week wait for appointments, sometimes longer for our evening and weekend availability, therefore we advise to book in advance to avoid disappointment.

Booking Fee's

We require a 50% Booking Fee for each and every appointment to secure your booking time. This must be paid within 24 hours of making the booking, reservations can not be held and will be Cancelled if we do not receive a Booking Fee.

You can pay the booking fee in Salon at the time of booking or you will be sent a payment link via email.

All Booking Fee's are Non-Refundable but may be transferred to a new booking Once Only or Credited to your account if more than 48 hours notice is given to either Cancel or Reschedule. Booking Fee's will be lost if we receive less than 48 hours notice or in the event of a No Show and a New Fee will be required for future bookings.

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When making a booking using a Gift Voucher, we will require the voucher number to use as the Booking Fee. If a booking is made with a Gift Voucher and the appointment is Cancelled without the required notice or in the event of a No Show, the voucher will be used against the appointment cost and may become invalid.

Cancellation & No Shows

We require at least 48 hours Notice to either Cancel or Reschedule your booking, if enough notice is given then your booking fee will be credited to your account for future bookings. Less than 48 hours notice, or in the event of a 'No Show' will result in the loss of your booking fee and a New fee will be required for future bookings.

If you booked a Reservation using a Gift Voucher and you Cancel or Reschedule with less than 48 hours notice, then the Voucher will be used against the appointment cost and may become null and void.

If you need to Cancel or Reschedule your booking you can do so by ringing the Salon directly, if we cannot take your call or the Salon is closed, you can reply to the automated email / text reminder that is sent to you 48 hours before your appointment. We do not take Cancellations via social media and by doing so may result in the loss of your booking fee.

Please let us know if there are changes to your email address or mobile number so our records stay up to date and you receive all correspondence from us.

Change Of Mind

A change of mind to an appointment booked with us has the same impact as a last minute Cancellation or a No Show, meaning we may be left with a large empty space if an appointment is cut short unexpectedly, leaving a financial loss to the Salon. Therefore, if any changes to your scheduled booking happens with less than 48 hours notice or on the day of your appointment, you will still be charged 100% of the original service booked.

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Late Arrivals

We fully understand that being late can be out of your control, so we allow up to 15 minutes for late arrivals, anything more than this can heavily impact on the smooth running of the business. Late arrivals may mean we cannot carry out your entire booking as we run on a time sensitive schedule and may result in running into the next clients booking time. If you think you may be running late, we ask that you get in touch as soon as possible to advise of the best course of action. We will always do our best to accommodate late arrivals by completing what we can in the remaining time scale, but this may result in us cutting your booking short or Cancelling completely.

We highly recommend that you plan your visit to our salon as we are located on a very busy junction with traffic delays likely.

If your late arrival results in us not being able to complete your booking, partially or in full, you will still be charged 100% of the scheduled booking.

Vouchers

Vouchers can be purchased directly from our website or in-salon and are valid for 6 months from the date they are purchased, unless otherwise stated. After the expiry date, vouchers may not be honoured at their value. We will add any difference in cost to the final bill.

Special offers and promotional vouchers may have set dates/times to be used by. After the offer/promotion has finished, we will no longer accept non redeemed vouchers in the Salon.

Vouchers are non-transferable, exchangeable for cash or refundable.

We take no responsibility for lost, damaged or stolen vouchers.

Please bring the voucher with you to your appointment, failure to produce the voucher may result in the Full Payment being charged.

We will require the voucher number to be used as the Booking Fee to secure your booking with us. If a booking is made with a Gift Voucher and the appointment is Cancelled without the required notice or in the event of a No Show, the voucher will be used against the appointment cost and may become invalid.

Promotional vouchers cannot be used in conjunction with any ongoing offers.

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Client Consultation Forms

Some treatments may require a consultation form being completed before we can carry out any treatments to ensure a safe giving of service. It is also a legal requirement from our Salon Insurance provider and must be adhered to.

Consultation forms give us a better understanding of what we can offer you and to ensure the best result of the service you are receiving.

Treatments such as Tinting, Lash Lifts, Brow Lamination and Facials will all require a consultation form being completed before the treatment can take place.

Failure or refusal to complete a consultation form will mean we unfortunately will not be able to accommodate your booking.

Anyone under the age of 18 will need parental/guardian consent and signature to complete the consultation form.

Patch Testing

Some treatments require a patch test before being carried out at least 48 hours before the treatment. You will be sent a consultation form via email to complete and verify the date the Patch Test took place and whether it be a negative or positive result, this form will then be kept on your customer profile for our records.

No treatment will be carried out unless a patch test has been completed.

We reserve the right to refuse any treatment that requires a patch test if we have no record of a one being carried out. In addition, our Cancellation Policy will apply for any services if you do not attend a patch test.

It is your sole responsibility to ensure you receive a patch test before your scheduled booking.

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Age Restriction

You must be 16+ to receive treatments at our Salon, or parental consent may be required for certain services. The only service we offer to under 16's is Teen Facials, we do not offer services to anyone under 16 for Nails, Waxing, Tinting or Perming Services. If you are under 16 then a parent or guardian must also be present at the treatment, as set out in our terms and conditions by manufacturers and insurance policies.

We strictly do not offer any services to anyone under the age of 16 unless otherwise stated.

Loss Or Damage To Personal Items

We cannot be held responsible for any loss or damage of personal items at the salon. Please keep your belongings with you at all times.

Medical Conditions

When making a booking with us please inform us of any medical conditions, including pregnancy, as some treatments may not be appropriate. In addition, we may ask for written medical consent for some services, if you are unsure what constitutes a medical contraindication, please don't hesitate to contact us directly to advise before making a booking.

Staff Illness

Unfortunately, we may need to cancel your booking due to staff illness, injury or emergency. Please rest assured that our first option will be to move you to another team member on the same day and time if possible if in such an event.

We will contact you to re-arrange your appointment. Under extenuating circumstances beyond our control, we will notify you as soon as possible if we have to cancel your appointment altogether. In this situation we will refund your booking fee.

Please make sure that your contact details stay up to date to ensure we can reach you as quickly as possible if such an event arises.

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Right To Refuse Service

Our staff have the right to refuse service to anyone behaving inappropriately, rude, intoxicated or if our staff our made to feel uncomfortable, disrespected or are physically or verbally abused.

We may also refuse service if you have a nail condition that we suspect may be contagious or if treatment may worsen the condition, if you have an open or infected wound on the treatment area, if you are in ill health that we suspect may be contagious or we fear could be further harmed by our services.

No refunds will be given after it has been rendered.

Children In The Salon

We do prefer for you to arrange childcare so you can attend your booking with us, but we understand that it is not always possible, so we do allow children to attend your appointment if your treatment is to take no longer than 1 hour. We encourage children to stay in the reception / waiting area where colouring books can be provided.

However, if your children are likely to prevent the smooth completion of our services or are disruptive to us or other clients within the salon, or you are having a service that does not allow your full supervision, then we reserve the right to ask you to reschedule your appointment at a more convenient time when your children can be cared for by a family member or friend, your scheduled appointment will still be charged 100% if this situation is to occur.

Any damage to the Salons equipment or furniture caused by your children will be charged to you for repairs or replacement.

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Refund Policy - Products

All products sold at Louise Beautique are brand new and for personal use. We do not refund certain products sold due to health and safety / hygiene reasons. However, if there is a fault with the product, we will contact the manufacturer / distributor for a resolution.

Refund Policy - Services

At Louise Beautique, our treatments are carried out by qualified therapists. If you are unsatisfied with any service you have received please raise your concern with your therapist during or immediately after your treatment. We will listen carefully to your concerns and will do everything possible to rectify them. Once you have left the salon all matters must be raised within 48 hours of your appointment by contacting the salon by phone, text message or email. We will ask you to return to the salon to assess your concerns in person, if this is not possible within a reasonable time period, we may not be able to rectify the matter.

We Do Not Offer Refunds For Any Treatment / Service.

Business Information And Prices

Whilst we endeavour to ensure that all information on our Website and Social Media pages is correct and up to date, we do not guarantee its completeness or accuracy. Nor do we commit to ensuring the website remains available, or the material is kept up to date.

We Reserve The Right To Alter Prices, Treatments And Opening Times

Without Prior Notice.

Louise Beautique
5 The Crescent
Thornton
Liverpool
L23 4TA
01519320681
www.louisebeautique.com

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Privacy Policy

Our contact details:

Name: Louise Beautique
Address: 5 The Crescent, Thornton, Liverpool, L23 4TA
Phone No: 01519320681
E-mail: louisebeautique1@gmail.com

The Type Of Personal Information We Collect:

We currently collect and process the following information:

Personal identifiers, contacts and characteristics (for example, name and contact details)

Email Address

Doctors Name / Address / Contact Number

Medical History / Current Medication

How We Get The Personal Information And Why We Have It:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

To contact you to Book, Cancel or Rearrange a booking with us.

To collect medical history or medication to comply with insurance purposes so we can carry out treatments safely.

We use the information that you have given us in order keep you up to date with salon appointments, offers, promotions and information

We will never share your information with third parties.

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Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent.

You are able to remove your consent at any time. You can do this by contacting us in writing at:

**Louise Beautique,
5 The Crescent,
Thornton,
Liverpool,
L23 4TA
01519320681**

(b) We have a contractual obligation to gain your consent to perform our treatments safely.

(c) We have a legal obligation to comply with our insurance policy.

(d) We have a vital interest.

(e) We need it to perform our treatments safely and effectively.

How We Store Your Personal Information

Your information is securely stored on our booking system, which is encrypted for added security, no third parties will be able to access your personal information. Only staff members employed by Louise Beautique will be able to access your information.

We keep all of your contact information and medical history on file for as long as you are a client of Louise Beautique and for a period of 6 years after your last visit to us in relation to the GDPR regulations. We will then dispose your information by deleting your file on our Booking System and / or shredding any paper records we have on file.

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Your data protection rights:

Under data protection law, you have rights including:

Your right of access -

You have the right to ask us for copies of your personal information.

Your right to rectification -

You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure -

You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing -

You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing -

You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability -

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, Please contact us -

Louise Beautique

5 The Crescent

Thornton

Liverpool

L23 4TA

Louisebeautique1@gmail.com

01519320681

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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to using our contact information above.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>