



Salon Policies

Booking Confirmation

An email confirmation is sent out upon booking an appointment at Face Facts Bakewell, confirming appointment date and time.

Additionally an appointment reminder is sent out 48hrs prior to your appointment, for which you can confirm the booking appointment or reschedule if required.

Clients are required to complete the pre treatment consultation form emailed before your appointment. It is the clients responsibility to check confirmation emails and appointment reminders.

Booking Policy

The preferred way to book an appointment with us is through our online booking system. It is so easy to use.
<https://www.facefactsbakewell.co.uk/#onlinebookings>

Our reception is unmanned, therefore phone calls, voicemails, emails, texts and social media messages might not be responded to straight away, but we do endeavor to respond to messages as soon as possible.

A deposit of 50% will be taken at the time of the online booking.

All appointments require a booking fee to secure the appointment.

Once you make a booking you will receive an email confirming the date and time of your appointment.

Appointment reminders are sent out via email 48hrs before for you to confirm, or reschedule the appointment if need be.

If you are unable to attend your appointment please notify the salon as soon as possible via 01629 813337. This the allows us to re allocate the appointment.

All booking fees are non refundable if you cancel with less than 48hrs notice or fail to turn up.

You will be charged 100% of your treatment price if you don't turn up to your appointment without informing us beforehand.

We will require customers who have had no shows to pay for their treatments upfront.

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Patch Test

A Patch Test is required at least 48hrs before any of the following treatments:-

Lash & Brow tints

LVL & Eyelash Perming

Skin Peels

IPL Hair Removal and Skin Treatment

There are no exceptions.

Age Restrictions

Anyone under the age of 18 MUST have signed parental consent, and a parent/guardian must be present at the initial appointment.

Some treatments are not allowed to be carried out on minors, even with parental consent due to manufacturers, training and insurance purposes.

Voucher Policy

Vouchers have a 1 year expiry date and they cannot be used after this time.

They are non refundable and cannot be exchanged for cash.

Please make sure you bring your voucher with you to your appointment.

We do not accept any responsibility for any lost vouchers.

Personal Belongings

Clients personal belongings are their own responsibility at all times. We will not be held responsible for any loss or damage while in our care.

Complaints Policy

As a salon we are committed to providing excellent service and customer satisfaction. We value customer feedback and if you have an issue with a service you have received please let us know and we will deal with it fairly and professionally.

If you feel the service has not been done to the standard you were expecting please let us know, either during your treatment or within 24hrs. If you wish to raise an issue you must contact the salon directly 01629 813337 and speak to a member of staff or leave a voicemail and we will return your call as soon as possible.

Any issues that are raised must be seen in person, we will not accept photos. If you are unable to do this we are not held responsible. Once the situation has been assessed you will be offered an appointment to rectify any issues you may have. We will not take any responsibility for any issues you may have if you have been elsewhere before the situation has been addressed. The salon offers a no refund policy on treatments.

PLEASE NOTE:-

Salon prices are subject to change due to treatment price increases.