



s e i v a

beauty | hair | wellness

SALON POLICY
&
GUIDELINES

Nov 2021



SEIVA

SALON POLICY & GUIDELINES

Travel

We ask that you DO NOT come into the salon until you have received the required amount of negative tests based on the traffic light system during your isolation period.

Cancellation Policy

Deposits are no longer required unless you are booking online and your appointment slot will be held upon booking.

This does mean our cancellation policy will be reinforced.

We require a minimum of 24 hours notice to cancel or reschedule your appointments booked with us at the salon. For any appointment slots of 2 hours or more, we kindly ask for 48 hours cancellation/rescheduling notice.

Please note:

We reserve the right to charge a cancellation fee of 50% of the full treatment value if an appointment is cancelled or scheduled with less than 24 hours notice.

No Show/Missed appointments will be charged at the full treatment value. This is to cover the loss of business in reserving your appointment.

This cancellation policy is non-negotiable and we will not be able to take any further bookings until payment for late cancellation or missed appointments are made.

To cancel appointments - Please call the salon, email us or visit your personal online login. Please do not text as it is an automated system.





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When entering the salon -

We will provide hand sanitiser for use by all clients. Hand washing facilities are located within the salon.

Disinfectant hand wash, and single use hand towels are provided.

Face Masks

It is at your discretion to wear a face covering/mask. This is currently personal preference so please do so if you wish to.

Attend your appointment on time

We will be running on a full schedule of clients so please help to keep the smooth running of the salon. If for any reason our therapists are delayed, our reception staff will advise you on arrival.

Refreshments

Will now be available in the salon, hot and cold drinks can be provided in disposable cups. Though should you wish to bring your own, please do so.

We ask for your full understanding_

and cooperation should any of our staff become unwell, it may be necessary to cancel your appointment at short notice. We will of course be following the correct actions should this happen and we will rebook for your appointment where we can.



Seiva



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We are here to look after our clients in the best way we know how! Self-care and wellness. Should you not feel comfortable in any way to attend your appointment at the salon, we will understand and can rebook your appointment with the correct cancellation period given. It is your personal choice to attend your appointment.

We ask very politely to be mindful of our staff, the salon and our clients. Spread kindness where you can, and keep positivity at a high! Covid 19 has been very hard on us all, mentally and emotionally and as we adapt to a new normal, we kindly ask for your patience and cooperation whilst in the salon. This will create the best salon environment for us all. We are doing our very best to look after you and we will assure you as a salon we are taking all the correct measures and more to ensure the safety of our clients and staff.

We are extremely grateful for the amazing people we get to call our clients!
Thank you for being YOU!

Take care and Stay Safe

Team SEIVA

x

