**Deposit Policy**

A booking fee of £10 is required when booking your appointment, which will be deducted from your final balance.

You are required to give 48 hours notice to change or cancel an appointment, failure to do so, will result in the loss of your deposit.

**Refunds Policy**

We do not offer refunds, but are happy to offer a repair, if it meets the terms of our Repairs Policy.

**Repairs Policy**

Repairs are free within the first 5 days, unless there are signs of visible trauma, e.g. nail biting, picking or general miss treatment, in which case there will be a repair charge of £3 for gel and £5 for enhancements. It is the clients responsibility to ensure that the correct aftercare is being taken and maintenance advice is followed.

**Aftercare and maintenance**

We recommend leaving a period no longer than 2-3 weeks between appointments, to maintain the integrity of the product and the health of your nails.

Always follow your nail technician’s aftercare advice.

Do not pick, bite or try to remove the products yourself, this will cause trauma to your natural nail.

Avoid surface tapping, as this can lead to stress fractures.

Always wear gloves when using chemicals, washing up, or gardening etc.

Use cuticle oil at least twice a day.

**NAILS ARE JEWELS AND NOT TOOLS, SO TREAT THEM WITH LOVE!!**

**Other Policies**

We do not remove the work of others.

You are required to come alone to your appointments.

Where possible, please send any inspiration images ahead of the appointment, to avoid disappointment.

We reserve the right to refuse any nail service, if seen fit to do so.