Terms & Conditions

\* All appointments can be pre – booked via our website www.thebabbasalon.co.uk

o Facebook - BABBA Brows or The BABBA Salon

o Instagram - @babbabrows or @thebabbasalon link in bio

o Ovatu You App - available on both Android (4.1 & later) & iOS (iOS 8.0 or later) devices.

\* All clients will be subject to a one off rolling £15 Booking fee for all brow & lash treatments. You will be expected to pay the full cost of your treatment at your appt with the £15 booking fee rolling over to your next appt. If you decide to use the booking fee against your appt, any further appts will be cancelled off until the booking fee is re-paid.

\* Once you have booked your appointment & have paid your £15 Booking Fee, please wait for your confirmation email before booking further appts, otherwise you will be charged again.

\* If you cancel your appt before the 48-hour period, do not turn up or are too late for us to carry out your treatment you will lose the £15 booking fee & will need to pay another £15 booking fee to rebook.

\* Your £15 Booking fee can be used against the cost of your treatment if you decide you no longer want to use our services or move away etc. Please notify us of this at your appt.

\* Cancellation is subject to a minimum notice period of “48 hours “. (Please note that failure to do so will result in the loss of your £15 Booking Fee).

\* Pregnant & breast-feeding women can now have tinting & lamination. Please ensure you tell us ASAP so the correct products can be used & a patch test can be carried out (what is said in the brow chair stays in the brow chair). Failure to not tell us may result in your booking fee be lost & the treatment not being carried out. N.B results may vary due to hormonal changes.

\* If you have any signs of illness, or are unwell, please cancel or reschedule your appointment as per the cancellation notice period to receive a full refund of your Booking Fee.

\* Please note that if you have any signs of illness or fall unwell during the 48-hour notice period, you will not be entitled to a refund of your Booking Fee, however you will be able to reschedule your appointment at a later date, no earlier than 7 calendar days from the date of your original appointment.

\* Showing signs of any illness/being unwell once you arrive may result in being refused service.

\* It is the client’s responsibility to have a Patch Test, failure to do so may result in you losing your Booking Fee & appointment being cancelled.

\* If you have had any medical changes or it has been longer than 4 months since your last appointment, a new patch test MUST be carried out.

\*Patch Tests can be done 7 days before your appointment but no later than 48 hours prior to appointment.

(Patch Tests are free & you can turn up to the salon without an appointment for one)

\* It is a client’s responsibility to ensure all personal details are kept up to date, this includes telephone numbers & email addresses

\* Please pay by Cash

\* Credit/Debit card or pin/contactless

\* Please ensure you are on time for your appointment, to avoid being turned away. We allow for up to 10 minutes.

\* 13 – 17-year-old's will require parental consent as well as a parent/guardian co-signature on the client record form & will need to accompany the child to their appointment.

\* 15 years & under, cannot have -

o Tint

o Brow Lamination

o LVL treatments

• Under 17’s cannot have LVL.

All Clients will receive a loyalty stamp upon completion of their treatment.

\* £5 off loyalty rewards can NOT be used alongside any other offer that maybe running. Including Brow & Lash Combinations and Manicure & Pedicure Combinations as there are already savings in place.

\* If you forget your Loyalty Card another one will not be issued, nor will you receive more than 1 stamp per visit.

How will we be keeping you safe?

\* If any member of the team at The BABBA Salon shows any signs of illness or become unwell, resulting in your appointment having to be cancelled. You will be entitled to -

\* A rescheduled appointment subject to availability, or

\* A full refund of your Booking Fee

\* The team at The BABBA Salon will be sanitising/washing their hands thoroughly before, during & after each client.

\* We will be wearing a face covering during any close contact treatment.

\* All tools, equipment, surfaces, and premises will be sanitised daily, before & after each client