



TERMS AND CONDITIONS

Cancellation policy

At Potter's Pinkies your appointment is important to us, however we do understand that things happen and booking amendments may be necessary. We respectfully ask that you give at least 48 hours notice for cancellations.

Strict 48 hour cancellation policy

Please understand that should you forget to cancel your appointment within the 48 hour notice period, Potter's Pinkies will miss the opportunity to fill that time.

You are sent an appointment reminder 48 hours prior to your appointment date and time as the appointment is made individually for you. **Less than 48 hours notice will result in a 50% charge of the service/treatment booked. No shows will be charged at 100% of the service/treatment amount.**

Booking

Potter's Pinkies would like to ensure your appointment runs smoothly, giving you the best experience possible. Therefore, once you have made your booking with us, either by email, through the website, by phone or WhatsApp, ensuring that all requirements have been discussed. Please ensure you have read through the health and safety guidelines, the relevant step by step procedures (salon or mobile) to ensure you are happy and understand the required protocols - these can be found at the footer of the website.

Potter's Pinkies are not responsible for incomplete services if the client has not discussed full requirements at the time of booking.

Prices are intended as a guide only. You will be charged for the service you receive which may differ from the service you have booked should time allow.

Prices do not include promotions, offers or discounts.

Please ensure we have the correct contact details, so we can get in touch should we need to contact you.

Retail and products

Unfortunately pamper kits cannot be returned due to health and safety. Any CND product if faulty can be returned if the packaging is in the same condition as when purchased from Potter's Pinkies. We cannot accept any returns that have been used.

Due to some products containing used by or sell by dates, we cannot accept returns after 14 days of purchase.

Proof of purchase is always required.

This does not affect your statutory rights.

Gift vouchers

Available from £20 - £200, they can be redeemed against any Potter's Pinkies treatment/services or products.

Vouchers cannot be exchanged for money. Any remaining balance will be noted on the voucher and recorded with Potter's Pinkies to be redeemed against future treatments/services or products. Once the complete amount has been redeemed the voucher is returned to Potter's Pinkies and destroyed.

Any additional monies exceeding the value of the voucher are to be paid by the redeemer.

Vouchers are valid for 6 months from the issue date.

Vouchers are to be treated as cash and if lost they cannot be replaced.

Vouchers are considered null and void without an expiry date or approved signature.