



SALON ETIQUETTE & TERMS

Arrival

Try to arrive 5-10 minutes before your treatment to allow yourself time to relax and unwind. If it's your first visit to Ki, you will be asked to complete a short consultation form or you may need to update your consultation if we haven't seen you for a while.

Consultation Form & Privacy

We respect your privacy. If you are unsure regarding the medical details section of our consultation, please speak confidentially to your therapist once in your treatment room. Please note, treatment may be declined if it is felt that you should consult your doctor prior to any treatment.

A patch test for all tinting and lash treatments is required 48 hours prior to treatment.

Cancellation Policy

We understand that sometimes cancellations cannot be avoided. However, if less than 24 working hours notice is given to cancel or re-schedule an appointment we reserve the right to charge 50% of the treatment cost. Non arrival or failure to cancel will be charged at the full treatment cost.

Mobile Phones

Please help us to preserve a tranquil environment by switching off or silencing your mobile phone whilst you are at the salon.

Children

We are delighted to welcome younger clients and have a range of age appropriate treatments available for children from the age of 12 years. The salon environment is not however suitable for children under this age. Please arrange for young children to be cared for at home so we can ensure all our clients enjoy their well deserved 'me time' to the full.

Valuables

You may be asked to remove your jewellery before certain treatments so please make sure you retrieve ALL your valuables before you leave the salon as we cannot be held responsible for lost items.

Senior Savings

10% saving available on Tuesdays for clients over 60.

Student Savings

10% saving for Students, on presentation of a valid Student Card.

Thank You

Thank you for choosing Ki Health, Beauty & Wellbeing. We hope you enjoy spending time with us and will visit the salon again soon.

