

## Recommend a Friend

Refer a friend and enjoy 20% off your next appointment! Just make sure your friend mentions your full name when filling out the client information card and you'll receive the discount via email. Be sure we have your up-to-date email address to claim the offer.

## Gift Vouchers

We offer beautifully presented gift vouchers, available for any value, which can be purchased in the salon. E-Vouchers can also be purchased online and sent either to your own email or directly to the recipients inbox.

To book online or purchase gift vouchers, visit [www.facevalues.co.uk](http://www.facevalues.co.uk)

## Opening Hours

Monday	Closed
Tuesday	10am - 8pm
Wednesday	10am - 6pm
Thursday	10am - 8pm
Friday	10am - 6pm
Saturday	10am - 4pm
Sunday	Closed

The salon will be closed on Tuesdays after any Monday bank holidays.

## Face Values Policies

We understand that plans can change, and we always aim to be as flexible as possible.

However, last-minute cancellations or no-shows directly impact our small business and our team. When time is reserved and not used, it often can't be filled at short notice, resulting in lost income. We kindly ask for advance notice so we can continue offering the best service to all our clients. Thank you for understanding and supporting our small business.

## Booking and Cancellation Policy

By booking an appointment, you agree to our Terms & Conditions, these will be included on your confirmation email for reference.

We kindly ask for **at least 48 hours notice** if you need to cancel or amend your appointment.

- **No-shows or cancellations within 48 hours** of your appointment will be required to pay the full appointment fee.
- After a last-minute cancellation or no-show, future bookings will require a **secure card capture**. A secure link will be sent via text, and clients must enter their card details to confirm the next appointment. We **do not have access** to these details, which are safely stored in a secure system.
- No charge applies for changes or cancellations made more than 48 hours in advance.
- Same-day removal of pre-booked treatments may still be charged, as the time has been allocated to your appointment.

We always aim to make cancelling easy:

- You'll receive a text reminder 48 hours before your appointment
- You can simply reply **"NO"** to cancel
- Or contact us by phone or email

## Late Arrival Policy

If you arrive late, your treatment time may need to be shortened or adjusted. Where we are unable to complete all treatments, the full appointment fee may still apply. Please refer to our cancellation policy for further details.



FACE VALUES  
CHESHIRE BEAUTY

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ONLY THE BEST

