



It is inevitable that you need to change things from time to time, no matter how much of a planner you are. Cancellations can cost us hundreds of pounds each week, plus the disappointment of turning away other clients that wanted your slot. You know that I will do my very best to fit you in when you would like; early before school, late after work and even on my days off.

I love my work and it makes me happy to take care of your beautifying needs. I am asking you to consider my flexibility and your fellow clients when you need to move things around.

Please understand that when you forget or cancel your appointment without giving enough notice, I miss the opportunity to fill that appointment time, and clients on my waiting list miss the opportunity to receive services, and I simply cannot carry the cost of no shows or late cancellations.

All of our time is precious.

You'll know that I am fun loving, and endeavour to put your needs first, but I am also a professional and there is a serious business side to Mimi Beauty too. I know you appreciate how I bring the best customer service to you. Please help me maintain this good service by following these small courtesies:

- If you want to bring a friend along, I'd love that, but please call ahead so I can make sure I have enough time to accommodate.
- Being fashionably late is great for cocktail parties, but a nightmare for the clients that follow you. I will of course try to perform the full service in your remaining booked time. You will be charged the full price even if it is not completed fully.
- If you need to cancel your appointment please do so **more than 48 hours before*** your scheduled appointment time to avoid a cancellation fee.
- If cancelled within **48 hours and 8 hours before*** your scheduled appointment, there will be a fee of 50% of the appointment value charged.
- If cancelled within **8 hours*** or for no shows, clients will be charged the full 100% of the appointment value as I am rarely able to fill the spot with such short notice. (This includes arriving for your appointment and informing me only then that you only want one of your scheduled treatments).

Your appointments are your reservation and I have allotted my time to only you! Let me do what I do best, treat you, pamper you, care for you and serve you!

I don't take my phone into the treatment room, so I can give clients 100% of my attention. So, this means I can only read and respond to messages quickly between clients, or after hours.

*the hours refer to 'office hours'. In Mimi Beauty's case we ask that you let us know between the hours of 9.30am and 8pm Monday to Friday.

Thank you for your understanding and consideration.

Esther

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