



It is inevitable that we need to change things from time to time, no matter how much of a planner you are. Cancellations can cost of hundreds of pounds each week, plus the disappointment of turning away other students and clients that wanted your slot.

We love our work and it makes us happy to take care of your beauty learning needs. We are asking you to consider our flexibility and your fellow students and clients when you need to move things around.

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

We always endeavour to put your needs first, and we know you appreciate how we bring the best customer service to you. Please help us maintain this good service by following these small courtesies:

- If you want to bring a friend along, we'd love that, but please call well in advance so we can make sure we have enough space to accommodate, and they have enough time to prepare.
- Being fashionably late is great for cocktail parties, but a nightmare for your timetable. We will of course try to demonstrate the full service you are learning, and give you the full time to perform the treatment for the best learning experience in your remaining booked practical session.
- If you need to cancel your practical training session please do so more than **1 full week** before your scheduled practical day to avoid a cancellation fee.
- If you cancel within **1 week and 48 hours** before your scheduled training session, there will be a fee of 50% of the course value charged.
- If cancelled with **less than 48 hours** or you don't show up, students will be charged the full 100% of the course value as we are rarely able to fill the day with such short notice. (Your practical sessions are often planned and booked for you alone, and around your other commitments, which means that it could be a whole day or days out of the Mimi Beauty diary. Plus models may have been arranged for you to be assessed).

We don't take our phones into the training room, so we can give clients and students 100% of our attention. So, this means we can only read and respond to messages quickly between clients, on breaks or after hours.

*the hours refer to 'office hours'. In the Mimi Training Room's case we ask that you let us know between the hours of 9.30am and 5pm Monday to Friday.

Your practical training and assessment sessions are your reservation and we have allotted our time to you! Let us do what we do best - teach you, mentor you, nurture and develop you!

Thank you for your understanding and consideration.

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