



November 2018 Newsletter

Greetings!

This month's newsletter is all about preparing for next year! There are some major changes for Hardeep and Jade with new babies on the way in January and that also has an impact on us here. With that in mind our new opening hours are listed below, these will take effect from the first week in January. Also listed below is some information relating to Bridgette our Chiropodist. Although we will not be here on a Monday, she will still be running her clinic, so there is some important information for her clients.

Because we will be open for fewer hours that will inevitably have an impact on being able to fit everyone in for their appointments. I would therefore encourage you to plan as far ahead as possible and make at least 2 appointments in advance. We will endeavour to prioritise existing clients over new ones, after all you have been so loyal to us and we really appreciate that.

Please give us as much notice as possible if you need to re-arrange or cancel an appointment, so that we can offer that space to someone else. I know our cancellation policy says to give us at least 24 hours notice, but I would really appreciate at least 48 hours notice if possible. We will be implementing our non-cancellation policy of 24 hours for everyone without fail from now on.

**2019 CHANGES TO
OPENING HOURS**

Due to Maternity leave we will be **CLOSED on MONDAYS** and on **ALTERNATE SATURDAYS** till the end of September 2019

List of Saturday closures:
January 12th and 26th
February 9th and 23rd
March 9th and 23rd
April 6th and 20th
May 4th and 18th
June 1st, 15th and 29th
July 13th and 27th
August 10th and 24th
September 7th and 21st

Sorry for any inconvenience.

**CHIROPODY CLINIC ON
MONDAYS IN 2019**

Despite the general closure of the salon on Mondays in 2019, Bridgette will still be running her Chiropody Clinic.

The front door will be locked when she is with a patient, so please don't come too early for your appointment as you won't be able to have access to the building - important if it's raining!

Please ring her on 07798765744 if you need to tell her you are running late or are unable to attend on the day.

A Reminder of our Cancellation Policy

If 24 hours notice of cancellation or re-arranging an appointment is not given a 50% charge of the original treatment cost will be made.

If the booking is online then 100% charge will be made.

Due to the increase in late cancellations and non-cancellations lately we will also be implementing a new Deposit Policy.

If you make an appointment in person or over the phone for a treatment or multiple treatments with a combined cost of £50 or more we will take a 50% deposit at the time of booking. This will then cover the non-cancellation fee should that happen.

If you make a booking online for over £50 worth of treatments then we will not take a larger deposit than you usually pay for this booking service, however we do have the facility to take 100% charge for that appointment in the event of you not coming.

Don't forget you can book your appointments in the comfort of your own home at any time of the day or night.

Don't Put Off Feeling Great Any Longer!

[Book your next appointment online](#)

Warmest Regards,



Wendy

Senior Therapist and Proprietor.

P.S Facial. Still available till the end of November.

P.P.S Offer. Still available till the end of November.

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