

# XPRESBEAUTY

## Booking Fee & Cancellation/ No-Show Policy 2024

Thank you for choosing Xpress Beauty for all your beauty needs. We value your business and would like to ensure that our operations run smoothly and efficiently for the benefit of all our clients. To maintain the quality of our services and uphold our commitments to our staff and vendors, we have established the following Resource Fee and Cancellation / No-Show Policy.

### **1. New & Existing Clients for all Services** *including promotions;*

*(excluding XB Membership Clients & Cosmetic Tattoo services)*

1.1 Resource Fee Policy - *New bookings*

1.2 Cancellation / No-Show Policy - *New bookings*

1.3 Resource Fee Policy - *Rebooking treatments*

1.4 Cancellation / No-Show Policy - *Rebooked treatments*

### **2. Limitation of appointment reschedules - ALL Services**

### **3. XB Membership Clients**

2.1 Resource Fee Policy - *Membership clients*

2.2 Cancellation / No-Show Policy - *Membership clients*

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### *3.3 Cancellation / No-Show Policy - Cosmetic tattoo clients*

### *3.4 Breach of Pre-Care Conditions - Cosmetic Tattoo clients*

### *3.5 Breach of After-Care Conditions - Cosmetic Tattoo clients*

### *3.5 Post Tattoo Check-Up & Policy - Cosmetic tattoo clients*

## **5. Abuse of Staff Policy**

## **1. New & Existing Clients for all treatments** (*excluding XB Membership Clients & Cosmetic Tattoo clients*)

### **1.1 Resource Fee Policy - New Bookings**

A 25% Resource Fee is applied to all treatments booked online and new bookings made via call, SMS or social media (*excluding XB Membership & Cosmetic tattoo bookings*).

This resource fee is essential to cover our fixed expenses as a small, family-owned, local business. This includes wages, rent and administration fees. The resource fee is non-refundable and will be forfeited in the event of policy breaches without reasonable cause.

Xpress Beauty reserves the right to define 'reasonable cause'.

Resource fees will be sent via email with a secure payment link or can be paid in-store via cash or EFTPOS during business hours. We unfortunately cannot accept payment made over the phone or direct transfer.

Xpress Beauty holds the right to cancel appointments where the booking fee has not been secured 2 business days before the appointment and two attempts to follow up payment via call or SMS have failed.

Clients who make a booking for the same day are not required to pay a resource fee in advance of the appointment, however may be liable in paying a late cancellation (resource) fee.

### **1.2 Cancellation / No-Show Policy - *New Bookings***

Clients are to provide Xpress Beauty with a minimum of *24 hours notice* to cancel or reschedule their appointment via call, SMS, or social media platforms; *including Facebook, Instagram* or email.

We encourage clients to attempt to contact us outside of trading hours by leaving a voicemail, SMS or contact us via direct message on Facebook or Instagram and the team will respond upon re-opening on the next business day.

Where the Cancellation / No-Show notice period is breached without cause, the Resource Fee paid is completely redeemed and non-transferable to a new appointment.

Where the notice period is honoured and the appointment is cancelled without commitment to a new date or time, Xpress Beauty will place the resource fee on hold in the client file to be used as a resource fee at a later date or it may be redeemed in-store for product purchases.

Where the notice period is honoured and the appointment is rescheduled, Xpress Beauty will transfer the Resource Fee to the new booking date and time.

Xpress Beauty maintains a strict "zero tolerance" policy for three consecutive no-shows or late cancellations without reasonable cause or failing to pay outstanding fees. All clients (*excluding membership clients*) who breach this policy will be unable to book any future appointments with our company in-store and online.

### **1.3 Booking Fee Policy - *Rebooking treatments***

Clients who rebook their next appointment when checking out at the reception desk will not be charged a resource fee to secure the next appointment. Cancellation / No-Show policies still apply.

### **1.4 Cancellation / No-Show Policy - *Rebooked treatments***

Clients that cancel rebooked appointments with less than 24 hours notice will be charged a 25% Resource Fee of the total services booked. If the client has booked services totaling two (2) or more hours, a 50% Resource Fee of the total services is required to secure the appointment. The resource fee will be sent via email with a secure payment link. Payment can be made in-store using cash or

EFTPOS during business hours. We do not accept direct debit transfers or payments over the phone. Please note, that this resource fee is not transferable to new or existing appointments and/or other clients (*excluding children/minor of client*).

Where the client has paid the resource fee, clients may book new appointments and/or attend future bookings.

## **2. Limitation of appointment reschedules**

### **ALL SERVICES**

Xpress Beauty limits clients to a maximum of two (2) consecutive reschedules for the same services initially rescheduled. Xpress Beauty holds the right to cancel appointments where clients reschedule two (2) times consecutively without cause.

## **3. XB Membership Clients**

### **2.1 Booking Fee Policy - *Membership clients***

XB Membership clients are *not* required to pay a resource fee when booking appointments. *Please refer to the cancellation policies below that still apply.*

### **2.2 Cancellation / No-Show Policy - *Membership clients***

The first breach of the cancellation/no-show policies for membership clients will result in a polite reminder of the policies in their contract regarding cancellations and no-shows. The client will be permitted to reschedule.

In the event of a second breach, the treatment that was booked will be redeemed from the membership as though they have attended the appointment.

Where membership clients do not attend or book their regular monthly appointments, no compensation or refunds are warranted.

### **2.3 Membership Termination Policy**

As per the membership agreement, 30 days notice in writing is required to cancel. In this period, clients are welcome to use the allocated services\* until the membership expires.

**\*Note:** Allocated services are determined by Xpress Beauty based on the total finances paid toward the membership and the services that have already been redeemed on the membership package.

Where memberships are in arrears or defaulted through PayLeadr/Aglow, Xpress Beauty holds the right to cancel bookings until the account is paid up to date. Xpress Beauty with PayLeadr/Aglow holds the right to proceed with debt collection agencies to ensure overdue amounts are paid.

In the event a membership has been suspended by PayLeadr/Aglow due to outstanding arrears, membership clients may be liable to pay the total value of the membership contract.

### **3. Cosmetic Tattoo Clients**

#### **3.1 Consultation Policy - *Cosmetic tattoo clients***

Consultation appointments are a *legal requirement* of Xpress Beauty and are MANDATORY for ALL cosmetic tattoo appointments.

Our consultation documentation allows the artist to tailor your pre-care and after-care guidelines. All of the information provided to Xpress Beauty by clients is strictly confidential and we kindly remind clients to offer absolute honesty throughout this legal document.

Consultation for cosmetic tattooing must be *attended 4 weeks before* the initial tattoo appointment; *unless permitted by the artist* or Director of Xpress Beauty otherwise. This is due to some medical conditions that may need to be cleared in writing to Xpress Beauty via a General Practitioner or allow enough time for medications or supplements that can affect the outcome to be out of the system.

Cosmetic tattoo clients who book an initial tattoo appointment via the online booking portal without attending a consultation prior, will be contacted to schedule and attend a consultation first 2-4 weeks prior to having the initial tattoo appointment. If the online booking for an initial appointment is under 4 weeks notice, the client will need to attend the consultation first and will be required to attend the initial appointment at a later date. This is due to any contraindications or medical conditions that may need to be permitted in writing via a General Practitioner for legal.

Xpress Beauty strictly holds the right to decline or cancel cosmetic tattoo clients without cause and maintains a zero-tolerance policy on abuse to staff.

Xpress Beauty reserves the right to define 'reasonable cause'.

### **3.2 Resource Fee Policy - *Cosmetic tattoo clients***

A Resource Fee of 25% is required to secure a consultation for cosmetic tattooing. This resource fee is to be used for consultation only and is not transferred towards securing the initial cosmetic tattooing procedure.

A \$125 resource fee is required to secure your Initial Cosmetic Tattoo treatment and must be paid up front to book the appointment.

This fee is for all appointments booked online and/or new bookings made via call, SMS or social media and is used to cover both fixed expenses & custom-made numbing gel that is ordered & collected by our team before your appointment. This resource fee is completely non-refundable.

### **3.2 Cancellation / No-Show Policy - *Cosmetic tattoo clients***

Cosmetic tattoo clients are to provide Xpress Beauty with a **minimum of 72 hours** to cancel or reschedule their appointment due to the large appointment time allocated. We encourage clients to attempt to contact us outside of trading hours to leave a voicemail, SMS or contact us via social media and the team will respond upon re-opening on the next business day.

In the event the treatment *can no longer be performed* due to contraindications and the minimum cancellation period of 72 hours is honoured, the \$125 Resource Fee paid will be converted as a credit in the client file and can be used on other services or products. As outlined in the consent forms, this fee is completely Non-Refundable.

Where the Cancellation / No-Show notice period is *breached without cause*, the Booking Fee will become redeemed and non-transferable to a new appointment.

Where the notice period is honoured and the appointment is cancelled without commitment to a new date or time, Xpress Beauty will place the booking fee as a credit on the client file to be used at a later date or as a booking fee for a new appointment. The credit may also be used on product purchases.

Where the notice period is honoured and the appointment is rescheduled, Xpress Beauty will

transfer the Resource Fee as a credit toward the new booking.

### **3.3 Breach of Pre-Care - *Cosmetic Tattoo clients***

Where the client has breached pre-care advice, Xpress Beauty holds the right to not proceed with the treatment and clients will be asked to reschedule their appointment to the next available date.

The resource fee paid will become redeemed and non-transferrable to the new appointment date. A new resource fee of \$100 will be applied to the rescheduled appointment.

In the event the client wishes to receive alternative beauty services and has breached pre-care advice at the initial appointment date, the client is permitted to book other beauty services within the allocated cosmetic tattooing time frame. The resource fee paid to secure this appointment may not be used toward the new services booked.

### **3.4 Post Tattoo Check-Up Policy - *Cosmetic tattoo clients***

All cosmetic tattoo clients will receive a complimentary post-tattoo checkup up after both the 8-12 Week Perfection and Annual Colour Refresh appointments. This is to ensure both the client and the artist are satisfied with the outcome of the procedures.

As specified during the consultation appointments, outcomes can vary between individuals and some clients may need an additional Perfection Appointment. To qualify for 1 complimentary Perfection Appointment, the Post Tattoo Check-up must be attended within 1 month of the previous session.

In the event the complimentary post-tattoo check-up is not attended within 2 months after the Perfection Appointment, the option to receive 1 complimentary Perfection Appointment is null and void. Clients will be required to pay \$125 to attend another Perfection Appointment at a later date.

Clients that request a change of the designed brow shape or colour originally performed after the post-tattoo check-up but prior to the annual colour refresh, will be required to book a new perfection appointment as per the guidelines in '*3.1 Resource Fee Policy - Cosmetic tattoo clients*'

## **4. Abuse of Staff Policy**

Xpress Beauty takes the well-being of its staff seriously. We have a zero-tolerance policy for clients who abuse our staff for following our policies and procedures. In such cases, all future

appointments will be cancelled and the client will be unable to book any future appointments in-store and online.

By booking an appointment with Xpress Beauty, you agree to abide by these policies. We appreciate your understanding and cooperation as we work to provide you with the best beauty services in Townsville. If you have any questions or concerns regarding our policies, please reach out to our team for clarification.

Thank you for choosing Xpress Beauty.

Jade x