



TERMS AND CONDITIONS

Set out below are the terms on which Harley Skin and Laser provides service to its clients. Please ensure that you have read and fully understood them prior to booking any Treatments.

Reservations

We highly recommend that you schedule your appointments at least one week in advance to ensure that your preferred time and treatment or service is available.

Package Bookings

If purchasing a course of treatments or packages at Harley Skin and laser, an upfront non refundable payment is required, if for any reason you have to cancel your appointment within the 48 hour booking policy or you do not attend, a treatment will be removed from the amount purchased. Packages are valid for 12 months from date of purchase. We do not offer refunds for any Treatments that have not been used.

Appointments and Cancellation Policy

All therapists are trained and approved in accordance with the company's treatment protocols and therefore Harley Skin and Laser does not guarantee continued treatment with a named nurse or therapist. If you are unable to attend your appointment, we use an online booking system that will hold card details, we require 48 hours' notice. If you fail to attend an appointment without giving due notice, we charge a cancellation fee to the stored card (which is 50% fee to cancel within 24 hours, 100% fee for on the day cancellation or no show). Appointment's will not be secured until the confirmation has been completed. Late arrival may result in reduced treatment time or forfeiting of the appointment. We do not provide refunds for cancelled or missed appointments. Cancellation is accepted over the phone or in person at the clinic. Cancellation via e-mail and social media platforms is accepted. **Do not leave voice message regarding cancellations this will not be accepted.** Please note clients can reschedule and manage appointments through our online booking system. Harley Skin and Laser wants to ensure disruptions are set to a minimum and provide all clients the best flexibility and assured times possible.

Covid 19 Update

Any Gift Vouchers or package bookings that have been purchased prior to Covid-19 will be extended for an additional 6 months.