



# Halo - House of Beauty

## Service terms & conditions

At Halo House of Beauty, every treatment is tailored to you.

Whether you're booking a signature spray tan, a brow treatment, a lash lift or a Halo facial, my goal is always the same: to deliver beautiful, professional results whilst putting your comfort, safety and wellbeing first.

These terms & conditions explain what you can expect from Halo and what I ask of you in return. They help ensure every treatment is carried out safely, professionally and to the highest possible standard.

By booking a treatment, you confirm that you have read, understood and accepted these terms & conditions.

## Your consultation

Every treatment begins with a consultation.

Please answer all consultation questions honestly and disclose any medical conditions, allergies, medications or recent treatments that may affect your suitability.

Your consultation helps me recommend the most appropriate treatment and reduce the risk of adverse reactions.

Failure to provide accurate information may affect your results and could mean treatment has to be postponed or declined.

## Medical conditions & contraindications

Certain medical conditions or medications may prevent treatment or require written medical approval before treatment can proceed.

These include, but are not limited to:

- Pregnancy (where applicable)
- Recent surgery
- Infectious skin conditions
- Open wounds or broken skin
- Severe eczema or psoriasis in the treatment area
- Active cold sores (where facial treatments are involved)
- Certain medications affecting skin sensitivity
- Recent cosmetic procedures including chemical peels, laser treatments, microneedling or injectables

Halo - House of Beauty reserves the right to postpone or refuse treatment where it is considered in your best interests.

## Pregnancy

Spray tanning is generally considered suitable during pregnancy because the active tanning ingredient develops on the outer layer of the skin.

However, as every pregnancy is different, I always recommend discussing any concerns with your midwife or healthcare professional before booking.

For your comfort, additional ventilation may be recommended during your treatment.

## Allergies & Patch Testing

Although reactions are uncommon, they can occasionally occur.

Patch testing may be recommended or required before certain treatments, particularly lash and brow services.



It remains your responsibility to inform Halo of any known allergies or previous reactions to beauty products.

A negative patch test cannot guarantee that a future reaction will never occur.

## Treatment Suitability

Halo - House of Beauty reserves the right to refuse treatment where it is considered that:

- Treatment may compromise your health.
- Treatment is unlikely to achieve an acceptable result.
- A medical referral is more appropriate.
- The treatment environment is unsuitable.
- Aftercare cannot reasonably be followed.

This decision will always be made with honesty, professionalism and your wellbeing in mind.

## Spray Tan Expectations

Every skin tone is unique.

Your spray tan is individually selected based on your natural skin tone, undertones, preferences and the occasion.

Factors affecting your final result include:

- Skin preparation
- Hormones
- Medication
- Skin type
- Dryness
- Aftercare
- Swimming
- Exercise
- Perspiration
- Chlorine
- Skincare products

For these reasons, no spray tan can ever be guaranteed to look identical from one person to another.



## **Brow & lash treatments**

Brows and lashes naturally shed as part of the hair growth cycle.

Treatment longevity varies from person to person and may be affected by:

- Hair growth cycles
- Skincare products
- Swimming
- Heat
- Sun exposure
- Makeup removal habits
- Home care

Results naturally soften over time.

## **Client Responsibilities**

To achieve the very best results, clients agree to:

- Follow all preparation advice.
- Follow all aftercare advice.
- Arrive on time.
- Disclose any medical changes.
- Ask questions if unsure.

Following professional aftercare advice is essential for achieving the best possible outcome.

## **Aftercare**

Once your treatment has finished, responsibility for maintaining your results transfers to you.

Failure to follow aftercare instructions may reduce the longevity or appearance of your treatment.

Halo House of Beauty cannot accept responsibility for results where aftercare advice has not been followed.



## Treatment satisfaction

I genuinely want every client to feel delighted with their treatment.

If you have any concerns, please contact me as soon as possible and, where relevant, provide clear photographs in natural daylight.

This allows me to properly assess the treatment and recommend the most appropriate solution.

Most concerns can be resolved quickly when reported promptly.

## Refund policy

Due to the nature of professional beauty treatments, refunds cannot be offered simply because a client changes their mind or the result is not to personal preference.

Where concerns arise, Halo - House of Beauty will always seek to resolve the issue fairly.

Depending on the circumstances, this may include:

- Aftercare advice.
- A treatment review.
- A correction appointment where appropriate.
- Alternative recommendations.

Each situation is assessed on a case by case basis.

## Retail products

Retail products may only be returned where faulty.

Products cannot be accepted for return once opened or used unless required under your statutory consumer rights.

Please retain proof of purchase.

## **Gift vouchers, packages & memberships**

Gift vouchers, treatment packages and memberships remain subject to their individual terms and expiry dates.

Unless otherwise stated, they:

- Cannot be exchanged for cash.
- Are non-refundable.
- Are non-transferable.
- Must be used before their expiry date.

## **Photography**

From time to time, I may ask permission to photograph your treatment results.

These images may be used for:

- Social media
- Website
- Marketing
- Training

Your permission will always be requested beforehand.

You are under no obligation to agree.

## **Personal data**

Your consultation records and personal information are stored securely and handled confidentially.

Information is collected solely for the safe delivery of your treatments and in accordance with applicable data protection laws.



Your information will never be sold to third parties.

## **Respect & professional conduct**

Halo House of Beauty is built on kindness, professionalism and mutual respect.

Abusive, threatening or inappropriate behaviour towards the therapist will not be tolerated and may result in appointments being terminated or future bookings being refused.

## **Limitation of liability**

Whilst every reasonable care is taken to provide treatments safely and professionally, Halo - House of Beauty cannot accept responsibility for:

- Allergic reactions where no known allergy has been disclosed.
- Failure to follow preparation or aftercare advice.
- Medical conditions not disclosed during consultation.
- Variations in treatment longevity due to individual skin chemistry or lifestyle factors.
- Circumstances beyond reasonable control, including severe weather or travel disruption.

Nothing within these terms & conditions limits your statutory rights.

## **Acceptance**

By booking a treatment with Halo House of Beauty, you confirm that you have read, understood and accepted these Treatment Terms & Conditions.

Thank you for trusting Halo House of Beauty. It is a privilege to be part of your beauty journey, and I look forward to helping you feel confident in your own skin.

