



Terms & Conditions

Appointments

Customers are advised to make prior reservations for all services and arrive 15 minutes before their scheduled appointment to enjoy the full duration of service.

Late arrival will result in shortened treatment time. Treatments will be charged at full price.

Customers are advised to silent their mobile phones and other electronics in the treatment room.

Customers with health condition are advised to consult their doctors before treatment.

Cancellations

A reminder goes out via our booking system 48 hours before your appointment.

- 24-hour minimum notice is required for the cancellation or re-scheduling of any single service.
- 48-hour notice is required for the cancellation of any multiple-service booking or spa package.
- A full service charge will be incurred for any late cancellations or no-show appointments.

Deposits

We reserve the right to request a deposit in order to secure an appointment. Any changes to the appointment must be made in accordance with the Cancellations Policy.

Gift Cards

Gift cards are available for treatments and products, are non-refundable and must be produced at the time of your treatment. *Serenity Face and Body* are not responsible for lost gift cards. Gift cards are not transferable or redeemable for cash or credit, except where required by law.

Our expert team will be delighted to assist you if you need advice.

Prices

Whilst we make every attempt to present up to date pricing information on the website, please be aware that prices and packages are subject to change without notice.

Refunds and Exchanges

Products must be returned unused, unopened with their seal intact and in the same condition as they were originally purchased from *Serenity Face and Body*. We will not

accept for exchange or refund any item which has been used or is not in the exact condition in which it was purchased from us.

Security

Confidentiality of customer data. *Serenity Face and Body* will make all reasonable efforts to ensure that customer's personal information will be kept in a safe and secure manner and that no unauthorised access to the information will be allowed.

Serenity Face and Body will always seek an acknowledgement of consent from our customers in the event we wish to utilize the information given to us for our internal marketing.

Changes to Terms

Serenity Face and Body reserves the right, in its sole discretion, to change the Terms under which *serenityfaceandbody.com.au* is offered. The most current version of the Terms will supercede all previous versions. *Serenity Face and Body* encourages you to periodically review the Terms to stay informed of our updates.