Terms & Conditions of Michal Gabriel Beauty and Brow Services

1. General

By booking an appointment at MG Beauty & Brow, you agree to the following terms. These terms may be updated at any time without notice.

2. Deposits & Bookings

- A deposit is required upon booking.
- Appointments are not secured until the deposit has been received.

3. Cancellations & No-Shows

- Cancellations made within **48 hours** of your appointment will result in loss of deposit.
- No-shows will be charged the full service amount.
- After **two no-shows**, you will no longer be able to book with us.

4. Extra Time & Services

- We allow **plenty of time for treatments**, often more than other salons, to ensure high-quality service.
- If an appointment runs over the allocated time, additional charges will apply.
- Example: if we recommend a 3-week maintenance visit and you extend it to 4 weeks, the brows may lose their shape and the service will take longer. In this case, extra time will be charged to your bill.
- If maintenance is not kept at the recommended schedule, **we cannot promise proper results**. If this occurs regularly, we may choose not to continue providing services.

5. Refunds & Discounts

- Refunds for products are strictly in line with **Dermalogica's policy**.
- We do not offer refunds for services already provided.
- Discounts cannot be applied on top of existing special offers.

6. Results & Aftercare

- Results vary depending on skin type, lifestyle, and commitment to aftercare.
- Aftercare instructions will be provided, and following them is the client's responsibility.

7. Health & Safety

- Please inform us of any medical conditions, allergies, or medications prior to treatment.
- Some treatments require a patch test. Refusal to undergo a patch test waives our responsibility for any reaction.
- We reserve the right to decline treatment if we believe it may not be safe or suitable.

8. Photography & Records

- For quality control and progress tracking, we may take before and after photos. These are stored securely and will not be shared without your permission.

9. Vouchers & Promotions

- Gift vouchers cannot be transferred or redeemed for cash.
- Promotions are time-limited and cannot be extended.
- **Weekday Wellness** pricing and offers are valid only between **9:00am – 5:00pm, Monday to Friday**.

10. Lateness Policy

- Clients arriving more than 10 minutes late may have their service shortened or rescheduled. Deposits may be forfeited.

11. Behaviour Policy

- Aggressive, abusive, or disrespectful behaviour towards our team will not be tolerated.
- We reserve the right to refuse service, and deposits will not be refunded in such cases.

12. Liability Limitations

- We accept no liability for adverse reactions where clients have withheld medical information, ignored aftercare instructions, or extended appointment intervals against advice.