



TERMS AND CONDITIONS

Client Information:

Our Staff have the right to refuse or terminate treatments if any of the following apply:

Intoxication
Misconduct
Solicitation
Broken Skin

Please note that should any of the above occur, no refunds will be given for treatments not carried out.

Please inform Glamco Beauty staff if you are pregnant or have any allergies. All client information is private and confidential, to be solely used by Glamco Beauty. It will not be given to any other parties.

The Venue:

- Ensure that the venue has hot/cold running tap, adequate heating and cooling, access to power point. (Please ignore if treatment does not require some of the above necessity)
- Good lighting, safe and suitable space for the therapist to set up and work around the guests.
- Please refrain from smoking in the vicinity of where the treatments are being carried out, as this is an occupational health and safety requirement.

On The Day:

- We supply all equipment, towels, products, and materials to perform our services.
- Our Therapist will arrive 10 - 15 minutes prior for setting up.
- Please ensure that all of your guests are ready, this will allow everyone to receive our services in full. Any delay causes by the guests will have their treatment time shorten.
- If there are guests that did not attend and have paid, we are happy to utilize this time on other guests, there will be no refunds.
- Further charges will apply if Therapist is asked to stay back because the party or guests are late.

- If in some circumstances the guests are unable to start at their allocated time, the therapist will try their best to fit someone else in their time slot, this cannot always be done, if this will interfere with another Therapist schedule. (Please check with the therapist)
- Please stick to your treatment. If the guests do decide to change to a different treatment, the therapist will try their best to offer an alternative option, this solely depends on what the therapist can offer on the day and if it's possible to do so.
- Would like to have more treatment on the day? No problem, please ask our Therapist if she can fit you in. If she is able to, we would require you or the Therapist to contact us on 0401 341 361 immediately. Additional treatments charges will apply.
- To make it possible for our Therapist to be on time with her appointments. Therapists are on strict time schedule and are booked in for the total duration of the treatments. If the Therapist is running late, she will stay back.
- Ensure that pets and small children will be kept away from all products and equipment to prevent accident or injury.
- If you are running late, please contact us or our team members.

Behaviour:

All personnel are to conduct themselves in a respectful manner.

Any lewd or unwanted sexual attention, obscene language or intoxication, may lead to the Therapist ceasing operations early.

This would be to protect the health and safety of both client and our staff.

Booking:

To secure your booking with GLAMCO BEAUTY, contact us on 0401 341 361 or pamper@glamco-beauty.com.au

Our therapist availability is subject to change, if you would like to proceed, please let us know as soon as possible. We try our best to accommodate you and your guests, to avoid disappointment, we would request a non-refundable deposit to secure your booking.

Full payment to be finalised 10 days prior to the event.

Travel costs:

A charge is applicable for parties greater than 20km from the Melbourne CBD. Upon booking, your location will be assessed, and you will be informed of the travel costs.

Parking:

Reasonable access to the venue is important, as our team usually need to carry heavy equipment. If there are no free parking spots, please arrange parking for each therapist that has been sent out, parking fees will be covered by your expenses.

REFUND POLICY & BOOKINGS

Booking Amendments:

It is possible to reschedule for an alternative available date, this can only be done on an available date and must be done at least 10 days prior to the initial booking date. Under 10 days' notice, may incur an administration fee.

Booking Cancellations and Refund Policy:

Please contact us directly on 0401 341 361.

Please note that refunds will not be issued for any last-minute cancellations (Less than 10 days notice) means once your final balance has been paid no refunds will be issued.

(Over 10 days notice) Booking deposit fee are non-refundable, but you will be reimbursed the remaining amount.

We advise you to reschedule to a different date to avoid any inconvenience.

We do not offer a refund for late, last minute guest cancellations, treatment changes or no-shows.

*Sunday, Public Holidays OR Bookings before 8:30am or after 8:30pm will attract an extra 20% surcharge

*Glamco staff will ask you before we take photographs, this is used for promotional purposes only.