



CANCELLATION AND LATENESS POLICY

CANCELLATIONS

Clarins UK Ltd offers you the opportunity to amend or cancel your appointment up to 24 hours before the appointment is due to take place in our Skin Spas and BeautyBARs.

Unfortunately, we are unable to amend bookings within 24 hours' notice of your appointment and you will be charged if you do not attend.

If you have missed a previous appointment Clarins has the right to request the full payment for the treatment upon creating the booking in store. The payment can be refunded if you choose to cancel or amend your booking within the cancellation policy guidelines.

For bookings made online, your booking fee is non-refundable. If you decide to cancel your appointment, we will hold your booking fee for your next online booking with us.

If you do not attend your appointment and have not cancelled in advance, Clarins has the right to remove the treatment missed from the outstanding treatment course.

LATENESS

Please arrive a few minutes prior to your appointment starting. We are currently only able to allow one client at a time in the reception area to keep with social distancing guidelines.

If you are running late to your appointment, please contact the Skin Spa or BeautyBAR to inform them, so that they can try to accommodate your booking.

If you arrive for your appointment after the start time, the therapist will adapt the treatment to the remaining time allocated, however you will still be charged the full price of the treatment. We cannot guarantee if you are unable to make the appointment for the time booked that the therapist will be able to carry out your treatment as to minimise impacting other customers' treatment experience.

Please refer to our cancellation policy for guidelines on how to cancel or amend a booking if you are unable to make an appointment.