Booking & cancellation policy

At Halo – House of Beauty, every appointment is reserved exclusively for you and delivered with the care, expertise and attention to detail that the business has become known for.

As a specialist mobile service, every booking involves more than the treatment itself. Time is carefully allocated for preparation, travel across London, equipment set-up, treatment delivery and cleaning between appointments. Once your appointment is confirmed, that time is reserved solely for you and cannot usually be offered to another client.

To ensure fairness for all clients and to protect the sustainability of a small independent business, Halo - House of Beauty operates a clear booking & cancellation policy. These terms are designed to protect your appointment, maintain the quality of service and ensure every client receives the exceptional experience Halo strives to deliver.

By making a booking, you confirm that you have read, understood and accepted this booking & cancellation policy.

Service area

Halo - House of Beauty is a mobile service only - treatments are carried out in the comfort of your home. I operate across a select number of areas of London – before confirming your appointment, please ensure your postcode falls within the standard areas I cover.

You can check this by visiting:

www.halohouseofbeauty.com/contact

Travel surcharge
Appointments requested outside of the standard areas I cover will incur a surcharge FROM a minimum of £25. The surcharge fee will be calculated once I have your full address and will take into account round-trip mileage, travel time (there and back), and whether the appointment may impact my ability to take on other bookings within my standard service area.

If I feel it is not worth my time, bookings made outside of the standard areas, may be declined or cancelled. During high demand periods, I may

refuse to offer appointments outside of my standard areas, even with the surcharge fee.

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Appointment confirmation

All appointments must be booked online through the booking platform Fresha and require confirmation by the client with an upfront non-refundable booking fee.

This helps ensure appointment availability remains accurate and fair for everyone.

Appointments that are requested and entered manually by Halo – House of Beauty, must be confirmed by the client within **48 hours of booking**. If you fail to confirm within 48 hours, the appointment will automatically cancel and become available for other clients to book.

Booking fee

A **100% upfront booking fee** is required to secure every appointment.

Your booking fee reserves dedicated time in my diary and forms part of the total cost of your treatment. Once your appointment is confirmed, that time is set aside exclusively for you and, in most cases, cannot be reallocated at short notice.

For this reason, booking fees are **non-refundable**. However, where sufficient notice is given in accordance with this policy, the value of your booking fee can be transferred to a new appointment or held as Halo account credit.

This approach enables Halo - House of Beauty to continue providing a reliable, professional and personalised service whilst protecting the time reserved for every client.

Rescheduling

Life happens, and wherever possible I will always try to help. Appointments may be rescheduled up to **72 hours before your appointment**.

Your booking fee will simply transfer to your new appointment.

Prior to the **72 hours** cut off period, you can reschedule your booking yourself online. If it's within the **72 hours** window, please contact me via WhatsApp on: **07545 542983**

Cancellations

If you choose to cancel your appointment with more than **72 hours' notice**, your booking fee will remain safely on your Halo client account as credit towards a future appointment for the same treatment.

Booking fees are not refunded but can be reused in accordance with this policy.

Late cancellations

Appointments cancelled within **72 hours** are considered late cancellations.

At this stage it is highly unlikely that the appointment can be filled, meaning the time has been permanently reserved for you.

If you need to move your appointment within 72 hours, I will always try to help where my diary allows.

However, rescheduling within this period is entirely at Halo – House of Beauty discretion and cannot be guaranteed.

Where I am unable to offer an alternative appointment, the booking fee will unfortunately be forfeited.

No shows

If you fail to attend your appointment without prior notice, your booking fee will be lost.

Repeated no-shows may result in future bookings being declined.

If Halo needs to rearrange your appointment

Sometimes, things don't always go to plan! Whilst every effort is made to honour every appointment, Halo - House of Beauty is a solely operated business by Olivia Soleto-Teasdale. On rare occasions, appointments may need to be rearranged due to illness, injury, a family emergency or other unforeseen circumstances beyond my reasonable control such as a tyre puncture or car breakdown.

Should this happen, I will contact you as soon as possible and make every effort to minimise disruption.

In the first instance, your appointment will be **rescheduled to the next mutually convenient date**, with your booking fee transferred in full.

If a new appointment cannot be agreed immediately, the value of your booking fee will be retained as **Halo account credit**, allowing you to rebook at a later date.

Where Halo - House of Beauty considers it appropriate in the individual circumstances, a refund may be offered at my discretion.

Whilst every reasonable effort will be made to avoid cancellations, Halo House of Beauty cannot accept responsibility for any indirect losses or consequential costs, including travel expenses, accommodation, childcare arrangements or loss of earnings arising from the cancellation or rearrangement of an appointment.

Arrival & appointment time

Please be ready for your appointment at the scheduled time.

As I travel throughout London each day, arriving late to one appointment can have a knock-on effect for every client that follows.

If access to the property is delayed or you are unavailable when I arrive, your treatment time may need to be shortened or, where necessary, the appointment cancelled.

HALO
HOUSE OF BEAUTY

Parking & access

Please let me know in advance if your property has:

- Parking restrictions
- Gated access
- Concierge access
- Multiple flights of stairs
- No lift
- Restricted entry times

Where possible, I kindly ask for assistance carrying equipment if access involves several flights of stairs without a lift.

This helps appointments run smoothly and safely.

Safe working environment

Your safety, my safety and the quality of your treatment are always my priority.

Please ensure that the treatment area is:

- Clean
- Well ventilated
- Good lighting
- Free from hazards
- Large enough for equipment to be safely assembled
- Comfortable to work within (Not too hot!)

If the working environment is considered unsafe or unsuitable, Halo - House of Beauty reserves the right to postpone or decline treatment.

Children & pets

Children are always welcome in your home, however I kindly ask that another responsible adult supervises young children during your appointment wherever possible.

Treatments require concentration and precision, and interruptions can affect both your treatment and your results.

Pets should also be kept away from the treatment area until your guide colour has been rinsed.

(Dogs especially seem to love freshly tanned legs!)

Travel delays & exceptional circumstances

As a mobile business travelling across London, delays can occur that are beyond my control.

These may include:

- Severe traffic congestion
- Road traffic accidents
- Road closures
- Public events
- Vehicle breakdown
- Extreme weather
- Parking issues
- Unexpected delays at earlier appointments

If I anticipate being delayed, I will always contact you as soon as possible with an updated arrival time.

Where circumstances prevent your appointment from taking place safely or within a reasonable timeframe, Halo - House of Beauty reserves the right to reschedule your appointment.

Right to refuse treatment

Halo - House of Beauty is committed to providing every client with a safe, professional and exceptional experience.

On rare occasions, treatment may need to be postponed or declined where this is necessary to protect the wellbeing of the client, therapist or the quality of the treatment being delivered.

Any such decision will always be made fairly, professionally and with respect.

Acceptance

By confirming your appointment, you acknowledge that you have read, understood and accept this booking & cancellation policy.

Thank you for choosing Halo House of Beauty. I look forward to helping you feel confident, glowing and beautifully bronzed.