Extreme weather policy

Hot weather & heatwaves

The recent UK heatwaves (2026) highlighted just how much environmental conditions can affect both my wellbeing and the quality of treatments - spray tans in particular.

Halo is committed to delivering the highest possible standard of treatment and results, regardless of the weather.

During periods of extreme heat, additional precautions may be necessary to protect both treatment quality and health and safety.

When indoor temperatures become excessively high, spray tan solution may develop too quickly, perspiration can affect the finish, and achieving the flawless, even result that Halo is known for becomes increasingly challenging.

Working throughout the day in excessively hot homes also presents genuine health and safety concerns.

Clients may therefore be asked to:

- Ensure the treatment area is well ventilated and as cool as possible before arrival.
- Provide a fan or air conditioning where available.
- Avoid using conservatories, loft rooms or other areas that become excessively hot.
- If your property has multiple flights of stairs and no lift, provide reasonable assistance with carrying equipment where possible.

Where outdoor temperatures reach approximately **32–34°C or above**, or where the indoor working environment is considered excessively hot, poorly ventilated or otherwise unsuitable, Halo - House of Beauty reserves the right to rearrange appointments.

This decision will always be made with your treatment outcome, your comfort and my wellbeing in mind.

Bridal appointments, wedding parties and other exceptional circumstances will always be prioritised wherever it is safe and practical to do so.

Should Halo need to rearrange your appointment due to extreme weather, your booking fee or deposit will automatically transfer to your rearranged appointment or, where appropriate, be held as account credit for a future booking. No refunds will be issued where appointments are rearranged by Halo due to extreme weather or other circumstances beyond its reasonable control.

Snow, ice & severe cold

Appointments may be delayed or rescheduled where road conditions become unsafe due to:

- Heavy snowfall
- Ice or black ice
- Flooding
- Road closures
- Dangerous driving conditions

Travel will never be undertaken where it could place either party at unnecessary risk.

Storms & high winds

Appointments may also be rescheduled where severe weather warnings are in place, including:

- High winds
- Thunderstorms
- Heavy rainfall
- Fallen trees
- Power outages
- Any conditions that make travel or treatment unsafe

Weather warnings

Halo monitors official UK weather warnings issued by the Met Office.

Where an amber or red weather warning affects travel or client safety, appointments may be rescheduled at Halo's discretion.

Yellow weather warnings do not automatically result in cancellations and appointments will usually proceed where it is safe to do so.

If Halo needs to reschedule

If Halo is unable to attend your appointment due to extreme weather, illness or another unforeseen emergency:

- Your appointment will be rescheduled to the next available suitable date; or
- Your payment will be credited to your Halo client wallet for use towards a future booking.

Deposits and payments are non-refundable in these circumstances, as they remain allocated to your booking. However, your funds will always remain available as account credit should rescheduling not be immediately possible.

If you choose to cancel

If Halo is able to safely attend your appointment but you choose to cancel because of the weather, the standard cancellation & no-show policy will apply.

Halo's commitment

Every effort will always be made to honour your appointment. Decisions to postpone treatments due to extreme weather are made only where necessary to protect the health, safety and wellbeing of both clients and Halo.