

Radiant Living - Deposit & Cancellation Policy

For all treatments a 50% deposit will be required upon booking. Bookings will not be made without this deposit being paid. This applies to online bookings as well as face to face or over the phone. If you do not want to provide a credit card, you can pay the deposit in cash. The deposit will be redeemed against your treatment when you attend.

This deposit is **non-refundable** if you fail to give 48 hours notice to cancel your appointment or rearrange it to another time.

If you rearrange the booking to another time, your deposit can be carried forwards towards your new booking, as long as you give 48 hours notice. If you cancel and don't rebook immediately, then the deposit will be held on your account until such time you'd like to book and use it.

If you cancel or rearrange your appointment with **less than 48 hours** notice, then **you will lose your deposit.**

Have a Gift Voucher?

We can take your gift voucher as a form of deposit. As long as it covers 50% of your treatment cost. If this falls short of the 50% you will be required to pay the difference.

If you cannot attend your appointment you must still give 48 hours notice, or you will lose your deposit.

Booked a Course?

If you have a course of treatments which you've already paid for, you do not need to pay a further 50% deposit, as the course payment will suffice. If you cannot attend one of your appointments you must still give 48 hours notice, or you will lose 50% of the value of one of your treatments.

If you plan to book a course but have not yet paid, then you will be required to pay 50% of a single treatment as your deposit. This will then be redeemed off the course price.

Diamond Members

This policy does not apply to you if you are a Diamond Member. If you want to know more about Diamond Membership then please contact reception or visit;
<https://radiantliving.co.uk/spa/diamond-60-monthly-membership/>

Why is this Deposit & Cancellation Policy different from before?

We have introduced this policy for two reasons. Firstly, we want to give you every opportunity to book the time slots you want. This is not always possible due to high demand, and because clients have 'held' slots just in case. This policy will prevent that.

Secondly, the more last minute cancellations we endure, the more this pushes the price of existing services up. This is because our costs remain the same regardless of whether you attend or not. The more cancellations means more lost time, and inevitably cost of services going up. You should not have to pay for other clients' last minute cancellations.

Finally we very much appreciate your custom and your appreciation in this matter. We look forward to serving you for many years to come. The Radiant Living team.

