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Prime & Proper Nails – Terms & Conditions

By booking an appointment with Prime and Proper Nails, you agree to the following terms and conditions.

These ensure a smooth, respectful, and professional experience for all clients.

1. Deposits & Booking Policy

All online bookings require a £20 non-refundable deposit to secure your appointment.

Once your booking is received, it will be personally confirmed by Prime & Proper Nails within 24 hours.

Appointments will not be held without a deposit and may be offered to other clients without notice.

Your deposit confirms your booking and allows me to prepare your tailored treatment in advance.

2. Appointments

A minimum of 24 hours ' notice is required for all bookings.

Prime & Proper Nails no longer offers same-day appointments.

This notice period ensures I can tailor your treatment to your requirements and your location, providing a calm, personalised, and luxury experience in your own home.

3. Cancellations & Rescheduling

48 hours ' notice is required to cancel or reschedule your appointment.

Cancellations made with less than 48 hours ' notice will result in the loss of your deposit.

4. Missed Appointments (No-Shows)

If I arrive at your home and you are not in or do not answer, this will be treated as a missed appointment.

Full payment will be required before any future bookings are accepted.

5. Payment

The remaining balance is due at the end of your appointment.

Payments are accepted via cash, bank transfer, or debit/credit card.

Card payments are processed securely via a mobile card reader.

8. Late Arrival

Please be ready at your scheduled time.

Delays of more than 20 minutes may result in a shortened service or cancellation, with the deposit forfeited.

9. Guarantee & Aftercare

Nail services are guaranteed for the first 5 days after your appointment.

A follow-up message or email will be sent to check in and provide aftercare advice.

If you experience lifting or breakage within this period, a free fix may be offered at the technician ' s discretion.

10. Photography & Social Media

Photos may be taken of your nails for social media and portfolio use.

If you prefer not to be featured, please let us know at the time of your appointment.

11. Client Suitability & Accessibility

Services are provided in the comfort of your home. Please ensure there is a clean, well-lit space with access to a plug socket.

Appointments are not available in hospital or care home settings. Services are strictly for private home environments.

12. Pets & Distractions

Please keep pets away from the treatment area for hygiene and safety.

Children must be supervised to allow the technician to work without disruption.

13. Client Conduct

Prime & Proper Nails operates a respectful, professional service.

Abusive, threatening, or aggressive behaviour towards the technician will not be tolerated.

Anyone behaving in this way will have their appointment cancelled, will forfeit any deposit, and will be permanently blocked from booking future services.

14. Feedback & Resolution

If you are dissatisfied with your service, please contact us within 48 hours and we will do our best to help.

As a 5-star rated service, complaints are extremely rare, but your satisfaction is always our priority.

15. Price Changes & Promotions

Prices are reviewed periodically and may be adjusted. Advance notice will always be given before any changes take effect.

Offers and promotions must be applied at the time of booking and cannot be added retrospectively.