

Gosh Nails & Beauty Policies

Code of Conduct

Gosh Nails & Beauty is a technical team. We pride ourselves in providing a professional and relaxing experience and such as we expect our clients and our staff to adhere to the following Code of Conduct.

- Abuse towards staff and clients shall not be tolerated and will result in the stop of all services, without a refund.
- Right of admissions reserved

Policies

Cancellation

We kindly ask all clients before making a booking, to please read all the policies.

PURPOSE: THIS POLICY IS IMPLEMENTED TO ENSURE FAIRNESS AND EFFICIENCY FOR ALL CLIENTS AND TECHNICIANS. IT AIMS TO MINIMIZE NO-SHOW APPOINTMENTS AND LOSSES DUE TO LATE CANCELLATIONS THAT OCCURE MORE THAN USUAL DURING SUMMER SEASON.

All cancellations must be received within 24 business hours before your appointment. All Monday cancellations needs to be made during Saturday business hours. Failure to do so will result in loss of your deposit.

For group bookings:

A 50% deposit is required to secure the slot. If there are any services that shall no longer be done please allow for 24h notice via our business WhatsApp number - failure to do so, the full amount for the service initially booked shall still be charged.

WhatsApp Hours:

Monday-Friday: 08:00-18:00

Saturday: 08:30-15:00

Sunday & Public Holidays: Closed

Cancellations should be received via our business WhatsApp number **0815002238**. If you would like to change/reschedule your booking, please do inform us 24h before your appointment - this will allow us to place another client in the free slot. Failure to inform us the full service/treatment originally booked for amount will need to be paid in full.

BY BOOKING AN APPOINTMENT WITH GOSH NAILS & BEAUTY, CLIENTS AGREE TO ABIDE BY THIS CANCELLATION POLICY.

Policies

Cashless Payment

Gosh will no longer be accepting cash payments for any services. Tips are more than welcome on card machine or in cash.

All payments can be made either by:

- an immediate eft payment (All banking details can be found on our WhatsApp, under catalogue.
- An additional **R10** service fees will be added to all services if paid with alternative methods

Policies

Treatment

We guarantee our services and work on the provision that any dissatisfaction is reported via our business WhatsApp number within **12h** of your appointment.

If there is any nail chipping or product lifting within the first week (**5 days**) On assessment that it is Gosh Nails / Beauty fault, we will happily do any nail fix, free of charge.

We also would like to note that if during the appointment a staff member have made a note and informed the client of the natural nail condition being weak, damaged / Soft / too Short to be properly capped - Gosh unfortunately can't be held liable for the nail set durability as the natural nail is not strong enough to hold product.

Any natural nail tears which can be caused due to the natural nail bending, nails are too long for day to day activities or the client bumping a natural nail - Gosh won't be held liable and this will not be a free fix as we can't take responsibility for day to day activities on natural nails.

Please note that Gosh can't be held liable for any damages that happens beyond this period of time.

Chrome Powder / Jewels:

During the appointment our qualified nail technicians shall always provide advice of which extra services will last the best on the natural nails. Certain products unfortunately are not meant to last long and therefore no fixes shall be made on Chrome or Charmed nails.

Policies

Refunds

All refunds shall be provided on the basis that cancellations has been received within 24h before the appointment, and within business hours.

No refund shall be provided if the Gosh policies have not been adhered to.

Please message our business WhatsApp number : 081 500 2238 when requesting a refund and please ensure to provide all detailed information for the refund to prevent any miscommunication.

Information needed:

Name on account

Bank name

Account number

Cheque/Savings

Amount / the services needed to refund

Please allow 3-5 days for the refund to reflect