

# NIAMO ALLURE LIMITED

## Cancellation Policy

*Website version and Word version prepared for publication*

At NIAMO, we kindly ask all clients to provide as much notice as possible if they need to change or cancel an appointment. This helps us manage our diary fairly and make appointments available to other clients.

### 1. Individual Appointments

- If you are unable to attend your appointment, please cancel it as soon as possible through our website or by contacting us directly.
- If you cancel more than **12 hours** before your appointment time, no cancellation charge will apply.
- If you cancel less than **12 hours** before your appointment time, you will be charged **100 per cent of the cost of the booked services**.
- If you do not attend your appointment, the full booking fee may be charged.
- Where a payment card has been stored against your booking, you authorise us to use that payment method to collect any cancellation fee or no show charge in accordance with this policy.

### 2. Cancellations by NIAMO

- We may need to cancel a booking where necessary, including where payment is not authorised, there is an error in pricing or service description, the relevant service is no longer available, or we reasonably consider that the booking should not proceed.
- If we cancel your booking for reasons other than your late arrival, non-attendance or breach of our terms, your card will not be charged.

### 3. Group bookings for 6 guests or fewer

For group bookings of up to **6 guests**, card details are required to secure the booking, although payment will ordinarily be taken on the day unless stated otherwise.

- Any amendments are subject to availability and may result in additional charges.
- If you cancel more than **12 hours** before the booking time, no cancellation charge will apply.
- If you cancel less than **12 hours** before the booking time, a charge of **100 per cent of the booking value** will apply.
- Group bookings are not eligible for promotions or discounts unless expressly stated otherwise.
- External food is not permitted unless expressly agreed in advance.
- We are not responsible for personal belongings lost or damaged during the booking.

## 4. Group bookings for 6 guests or more

For group bookings of **7 guests or more**, full payment may be required at the time of booking.

- Any amendments are subject to availability and may result in additional charges.
- If you wish to postpone your booking and provide at least **one week's notice**, we may allow the booking to be moved to an alternative date.
- If you wish to postpone your booking with less than **one week's notice**, a charge of **50 per cent of the booking value** may apply.
- If you wish to cancel your booking and provide at least **ten days' notice**, we may accept the cancellation without further charge, subject to any specific booking terms agreed at the time.
- If you cancel with less than **ten days' notice**, a charge of **100 per cent of the booking value** may apply.
- Group bookings are not eligible for promotions or discounts unless expressly stated otherwise.
- External food is not permitted unless expressly agreed in advance.

## 5. General Notes

Please ensure that your booking details are checked carefully at the time of booking.

- If you need help amending or cancelling an appointment, please contact us as soon as possible and we will do our best to assist.
- This policy should be read together with our Terms and Conditions.