



DEPOSIT / CANCELLATION POLICY

We require a £25 deposit for every treatment booked at Pelle Aesthetics. This deposit will be used as part payment towards your service and is fully refundable should you cancel with at least 24 hours for your appointment. All deposits will be used as part payment towards your final bill. Our cancellation policy is strictly 24 hours for all clients. If we don't receive 24 hours' notice to cancel your appointment then unfortunately, your deposit is non-refundable. All returning customers who fail to turn up for an appointment will be charged 50% of the previous service before another appointment can be made. We completely understand that things can happen at the last minute and can assure you that we will be sympathetic in certain circumstances.

Regrettably, we have had to put these measures in place due to the sheer volume of non-arrivals and last minute cancellations we have had, which in turn costs the clinic hundreds of pounds per month.