



MOBILE SPA

TERMS AND CONDITIONS

Booking, rescheduling and cancellation policies

All bookings are to be made through the website's booking facility. We use Salon Bridge, a professional spa and salon software system, to manage our bookings. You can read about their Ts and Cs here <https://www.salonbridge.co.za/terms-and-conditions/>. Payment in full is required to secure your booking. No treatments will be provided until full payment has been made.

To allow both our clients and our therapists to plan their schedules, bookings may not be made less than 24 hours in advance. Cancellation or rescheduling of treatments with less than 24 hours' notice will incur full treatment costs (including any other attendant costs such as specific products or travel surcharge).

We value your time – and ours. Clients who are late in meeting their therapist or who cause a delay to the starting of their session may take full advantage of the remaining treatment time available, and the appointment will end at the appointed time so that the therapist can get to the next client on time. No pro rata reduction of payment will be considered for late starters and the treatment will be charged in full.

Payment methods

Fierce Facials accepts the following payment methods:

Credit card (Mastercard/Visa)

Debit card (Maestro/Visa Electron)

Instant EFT

Zapper

Snapscan

Manual facials
Electrical facials
Microdermabrasion
Skin needling
Male facials
Specials/combos

10 Duplex Mews
85 Kenyon Howden Road
Montclair
Durban
4004

081 716 3723
info@fiercefacial.co.za
<https://fiercefacial.co.za>



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Fierce Facials does not accept cash or cheques.

All payments are processed securely online by Payfast. Clients may visit www.payfast.co.za/security-fraud to view their security policy.

Pricing and refunds

Prices are subject to change without notice.

Vouchers are not refundable nor redeemable for cash. Vouchers are redeemable for treatments, but not products. Vouchers are valid for one year from date of issue.

Products are not refundable.

For appointments that fall outside of the mobile spa's service area, a surcharge is required to cover fuel and travel time. If you're not sure if you fall within the service area, please contact us.

Privacy policy

We take your privacy seriously and will never share or sell your personal information.

Fierce Facials is not responsible for and does not have control over third party links on this website.

Cookie policy

We, and many other web publishers use 3rd party analytics services to provide anonymous web user information for our website. We use cookies to create a better and more personalised user experience of this website. If you have any concerns about

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cookies, or want to remove cookies from your computer, please visit [All About Cookies \(https://www.allaboutcookies.org\)](https://www.allaboutcookies.org) which explains how to do this. If you contact us via the contact form on our website your personal information will only be used for us to contact you. No personal data you send us will be disclosed to a third party without your permission. If you wish us to remove any personal details we hold about you, please feel free to email us.

Indemnity

Fierce Facials takes health and safety extremely seriously and all hygiene protocols are followed.

Prior to your treatment, you will be requested to complete a Health Declaration. This is for your safety as well as that of our therapists. Please note that treatments will not be carried out unless the forms are completed and signed. Paperwork completed during the appointment will reduce treatment time so that the therapist can proceed to the next client on time.

By purchasing treatments or products, the client indemnifies and holds Fierce Facials harmless against any loss, injury or damages which may be sustained as a result of using the treatments or products.

Should anything not be clear, please feel free to contact us and we will happily discuss it with you.

Updating of Terms and Conditions

These Terms and Conditions are subject to change from time to time.

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