

Just Magic

SKIN CARE CLINIC

where your skin is the star!

Pricing & Payment Policy

At Just Magic Skin Care Clinic our pricing reflects the time professional products, equipment, facilities we offer and experience and training of our staff. (For accurate pricing please request a skin consultation) Payment for all services can be made by cash, EFTPOS, Visa and MasterCard or ZipPay. We do not accept AMEX or cheques.

Bookings Policy

If you book a service with us, we will request certain personally identifiable information from you. You will be required to provide contact information such as name, email, and phone number. We use this information to secure your booking, send appointment reminders or contact you in regards to any issues regarding an upcoming appointment. (Please also refer to our Privacy Policy). We may also on occasion use this contact information for in salon marketing purposes but you can opt out or unsubscribe if you don't wish to receive any.

COVID19 Compliance Policy

Safety Protocols for Clinic

- If you are unwell please reschedule appointment as soon as possible- we are waiving cancellation and booking fees at this time
- Screening questionnaire will be emailed prior to appointments, this must be completed and emailed back prior to the appointment and will be kept on record therefore all confirmations will be done via email
- Upon arrival, clients will have temperature checks -temperatures above 37.5 degrees cannot receive treatments
- All visits to the clinic are by appointment ONLY including product only purchases - no walk-ins permitted.
- Signage to clearly demonstrate correct hand washing protocols will be provided in rest room
- Product only purchases– pre-order, pre-pay and pre-packed for quick collection at arranged pick up time
- No loitering

Safety Policies for Therapists

- Therapist will have temperature check before each shift - temperature above 37.5 degrees cannot perform treatments
- Flu vaccine up to date
- COVID Safe App installed on work phone in clinic
- Certification of Australian Government Department of Health COVID19 Infection Control

- Certification of QLD TAFE COVID safe Work Training for Beauty and nail
- Therapist will wash hands and use hand steriliser between every client, before and after every treatment
- Follow and apply new updated Infection Control Guidelines February 2020

Our Hygiene Policy

- Hand sanitiser at the salon entrance will be provided – please ensure use upon arrival
- Automatic soap dispenser is available in rest room
- Paper towels and tissues are to be used and be disposed of in bins provided, immediately after use
- Coughing and sneezing to be done into tissues or elbows, but not hands
- Clinic routinely sanitised with Hospital Grade disinfectant - used on shelves, counters, EFTPOS machines and registers, or wherever there are areas used members of the public such as door handles and sinks
- Clinic will be thoroughly cleaned and disinfected before closing
- All client gowns, head wraps, towels and bed sheeting are eco-friendly, disposable and single use only
- All linen will be disposed of after each client in a sealed bag - we will not be using cloth towels
- Please bring own blanket if required
- Individual, sealed topped small water bottles are supplied
- Face masks worn by therapists during treatments and close proximity of clients for extra precaution
- Jewellery to be removed before entering the clinic

Scheduling & Client Facilitation

- As per Australian Health Guidelines, distancing rules apply with the number of clients on the premises at a time.
- One person and therapist in clinic at a time.
- Clients are to come in alone, no friends, family or plus ones allowed to wait in salon
- Clients are asked to enter directly on time for their appointment, no earlier.
- All appointments are scheduled to allow for thorough breaks in between appointments for full cleaning and sanitising of the treatment room and all touch points
- To reduce risk of exposure, therapist will restrict head of bed treatments to a maximum of 90 minutes
- During disinfection times, access to the area is off limits to the public
- Zoom/FaceTime consultations and skin care education will be used to minimise contact time in the clinic
- All 'testers' have been removed from displays

- Clients are advised to use credit/debit transactions, using touch/swipe/no signature technology rather than cash

Commitment Deposit

For all new clients booking an appointment, you will be required to pre pay a commitment deposit of \$30 to secure your booking. Your commitment deposit will be redeemed off the total cost of the appointment on the day. This policy co-insides with our Cancellation Policy.

Cancellation Policy

We reserve your appointments especially for you, therefore, we kindly request that you be courteous and respectful and call us promptly if you are unable to attend an appointment. To best utilise appointment times for all clients we need at least 24 hours' notice for cancellations. Less than 24 hours' notice will result in forfeiting your commitment deposit. This also applies to appointment changes on the service you are booked in for – so, if you are booked in for a service and you change your mind and don't want the full treatment as booked, you must let us know 24 hours prior to your appointment time. "No Shows", at our discretion, may be refused future bookings.

Appointment Reminder Service Policy

We offer an SMS reminder service which is sent to you 2 working days prior to your appointment. On receipt of this text, we ask that you confirm by clicking the link if attending or phone the clinic should you need to cancel or reschedule at least 24 hours prior to your appointment. Just Magic Skin Care Clinic reserves the right to cancel any unconfirmed appointments up to 24 hours before scheduled appointment time. 'No shows' may be required to pay full price for all future bookings.

Appointment Times Policy

You must arrive on time for your visit to ensure you receive the full service for which you have booked. If you are running late, please let us know – we will do everything we can to accommodate you. However, please keep in mind that we may have to reschedule your appointment, or may not have time to complete the whole service, in which case you will need to make another booking.

Service Refund Policy

At Just Magic Skin Care Clinic we will always perform a thorough consultation prior to your service. A quote can be asked for before treatments begin. If for whatever reason you are not happy with services performed at Just Magic Skin Care Clinic we require clients to contact the salon within 7 days to resolve any issues. Services performed at Just Magic Skin Care Clinic do not offer any guarantee if the client has failed to use the professional products as prescribed or follow aftercare instructions. Just Magic Skin Care Clinic will not refund or compensate clients for change of mind or unrealistic expectations not being met. Just Magic Skin Care Clinic will not refund or compensate for services performed elsewhere to rectify or change outcome of services performed at Just Magic Skin Care Clinic. Just Magic Skin Care Clinic reserves the right to correct any issues in house before a refund is offered given there is basis to do so at our discretion.

No refund will be offered or liability acknowledged for treatment results without a Just Magic Skin Care Clinic Skin Therapist physically being able to inspect the unhappy client's skin. Photos alone are not a satisfactory or sufficient form of identifying fault or an issue with a service.

Product Exchange Policy

After purchasing a product from Just Magic Skin Care Clinic, if after using as prescribed you are not satisfied with that product, you may exchange it for another product of the similar value or at our discretion, dependant on the circumstances, obtain a credit or refund.

Service Disclaimer

We always do a complete consultation and take every step necessary to ensure your safety and the best possible results prior to treatments. While we are confident in our knowledge and experience, sometimes the unexpected can happen.

It is your responsibility to inform us if you have:

- Been exposed to UV
- Started new medication or diet
- Have any allergies
- If any other medical or health condition has changed
- Anything else that could possibly effect your skin or it's condition

Whilst we adhere to strict guidelines in regard to skin treatments, we cannot foresee every possible outcome. It is impossible for us to ask every question regarding every possible circumstance that could result in an unwanted outcome. If you are not forthcoming about any information it is possible you could experience anything from reactions, burns, pigmentation, scarring and undesired results. If in doubt, please mention it!

All of our dermal therapists strive to ensure our clients happiness and satisfaction. They have been added to our team based on their experience and higher education and knowledge. We will do our very best to ensure you leave with post-care and information on how to look after your service each and every time you leave our clinic!

Promotions/Competitions Policy

Just Magic Skin Care Clinic will from time to time run promotions and competitions. Just Magic Skin Care Clinic will always endeavour to run these fairly and transparently. Some individual promotions will have specific Terms & Conditions but all have the following T&Cs:

- Not valid with any other offer.
- Salon Managers decision is final.
- Salon Managers discretion applies in relation to any grey areas or technicalities.
- All competitions and promotions run for 1 month maximum unless otherwise stated.
- Prizes/rewards/discounts are as stated and cannot be exchanged for cash or substituted for products or services unless agreed to by the manager.
- All Winners are randomly selected unless otherwise stated.
- Fair Play rules apply where clients may unreasonably take advantage of a promotion or competition or offer in a way it was not intended.
- If no terms and conditions are stated then the above terms apply automatically.

Responsibility for Children & Personal Items

For the safety and comfort of all clients, we ask that children do not attend the clinic. Just Magic Skin Care Clinic or our staff accept no responsibility for children in the clinic. Even though we take as much care as possible, please note that personal items are the responsibility of the client.

Privacy Policy

Just Magic Skin Care Clinic diligently monitors the privacy and confidentiality of personal information and ensures compliance to all relevant legislative and moral requirements by instilling discipline in all aspects of our business. Our objective is to protect and maintain the privacy, and security of your personal information in accordance with the Privacy Act. We are committed to the privacy and protection of your information.

Should you require any further information, contact the Manager at Just Magic Skin Care Clinic.

*** If our clinic policies are not suitable, we advise not going ahead with making a booking.**