



WHITE WILLOW

— *Natural Skincare Clinic* —

SKIN CLINIC ETIQUETTE

White Willow Natural Skin Clinic is providing top of the range holistic beauty treatments and products, and is dedicated to exceeding your expectations and creating a memorable experience.

We kindly ask that you are respectful of others' privacy and deactivate any disruptive communication devices, such as mobile phones. Smoking (including the use of electronic cigarettes) is not permitted in or around the premises.

TREATMENT BOOKING

We recommend that you book your treatment in advance to avoid disappointment, so that we may best accommodate your needs. All treatments are subject to availability. We would like to ask that you arrive 15 minutes prior to your treatment time. Late arrivals will be facilitated to the best of our ability, however, your treatment time may be shortened.

HEALTH CONSIDERATIONS

Please notify our staff of any medical conditions you may have or if you are pregnant at the time of booking. This information will be kept in the strictest of confidence. Prior to each treatment, you will be required to complete a consultation form. Some treatments may also require a patch test so please be advised that you may be asked to visit our clinic 24 hours prior to your treatment.

AGE REQUIREMENTS

The minimum age requirement for treatments is 16 years. A parent will be required to sign a parental consent form prior to the beginning of the treatment if the age of the client is below 16 years.

DURING YOUR VISIT

Our aim is to provide a tranquil environment in salon therefore we politely ask that you refrain from talking loudly or shouting while in the treatment rooms, and that your mobile phone is turned off for the duration of your treatment.

PERSONAL PREFERENCES

Whether it is the room temperature or the level of massage pressure, please communicate your preferences with the therapist so that we can make your time with us a special experience.

CANCELLATIONS

If you are unable to attend your treatment or need to reschedule, a 24 hour cancellation notice must be given by phone or email. For groups of three or more we require 48 hours' notice. Please be aware that a 50% service fee will be charged to your credit card should notice not be given in advance.

COVID-19 HEALTH AND SAFETY

The health and safety of our clients and staff members remain our top priority during these times. Please be aware that White Willow has received the Covid-19 hygiene measure certification, and we comply with health and safety recommendations issued by The Department of Health at all times.

GIFT VOUCHERS

Give a gift of feeling amazing to someone special! Our gift vouchers are available to purchase from the White Willow reception, Radisson Blu St. Helen's reception, or online on our website www.whitewillow.ie.

We are looking forward to seeing you at the clinic
and hope you will enjoy your treatments
here with us!