



## Beyond The Beige Complaints Handling Policy

**Effective Date:** 1 January 2026

**Contact Email:** [lu@beyondthebeige.co.uk](mailto:lu@beyondthebeige.co.uk)

At Beyond The Beige, client experience is at the heart of everything I do. My aim is to provide a supportive, respectful and empowering environment where every client feels comfortable, confident and listened to.

If something hasn't met your expectations, I genuinely want to hear from you so that we can resolve it fairly and learn from the experience.

### 1. What This Policy Covers

This policy applies to concerns relating to:

- Makeup artistry services
- Colour analysis or image consultations
- Personal styling sessions
- Communication before or after appointments
- Booking, payment, or service delivery issues
- Comfort, wellbeing, or accessibility during your appointment

It does not apply to a change of mind after a service has been fully delivered.

### 2. How to Make a Complaint

If you wish to raise a concern, please contact Beyond The Beige in writing within **14 days of your appointment**.

**Email:** lu@beyondthebeige.co.uk

Please include:

- Your full name
- Appointment date
- The service you received
- A brief description of your concern
- What outcome you are hoping for (if known)

This ensures your concern can be reviewed carefully and fairly.

### **3. What Happens Next**

Beyond The Beige is committed to handling complaints professionally and without judgement.

You can expect:

- **Acknowledgement within 3 working days**
- Your concern reviewed carefully and confidentially
- A response once the situation has been fully considered
- Resolution aimed for within **10 working days**, where possible

If more time is needed, you will be kept informed.

### **4. Possible Outcomes**

Each situation is assessed individually. Depending on the circumstances, outcomes may include:

- A discussion to better understand your experience
- Clarification or explanation of the service provided
- An opportunity to revisit part of the service where appropriate
- A goodwill gesture at the discretion of Beyond The Beige
- An alternative resolution agreed together

Refunds are not automatically provided, as results can vary based on personal preferences, skin type, lifestyle, and individual expectations. However, concerns will always be treated seriously and fairly.

## **5. Commitment to Respectful Communication**

Beyond The Beige is built on kindness, trust and emotional safety.

While all feedback is welcome, abusive, threatening, or inappropriate behaviour will not be tolerated.

If this occurs, communication may be ended and no further action taken.

## **6. Continuous Improvement**

Feedback, both positive and negative, helps Beyond The Beige grow and improve.

Raising a concern will never affect how you are treated as a client, and openness is always appreciated.

# **Booking Policy & Terms and Conditions**

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**Contact Email:** [lu@beyondthebeige.co.uk](mailto:lu@beyondthebeige.co.uk)

By booking a service with Beyond The Beige, you agree to the following terms.

## **1. Booking & Payment**

All appointments must be booked and paid for in full via the website at the time of booking. Appointments are only confirmed once payment has been received and this will be within 24 hours of payment.

## **2. Rescheduling Appointments**

Appointments may be rescheduled with a minimum of **48 hours' notice**.

To reschedule, clients must speak directly to Beyond The Beige by phone on 07471 526676 and follow this up with an email: [lu@beyondthebeige.co.uk](mailto:lu@beyondthebeige.co.uk). A new appointment date will be offered subject to availability.

Requests made with less than 48 hours' notice may not be accommodated and the booking may be forfeited.

### **3. Late Arrival**

If you arrive late, your appointment will still go ahead within the remaining scheduled time.

Where there are clients booked before or after your session, your appointment may be shortened to avoid disruption to others. The full appointment fee will still apply.

### **4. Missed Appointments (No-Shows)**

Failure to attend an appointment without notice will result in the booking being treated as completed. Payments are non-refundable and non-transferable.

### **5. Cancellations**

Beyond The Beige does not offer refunds for cancelled appointments. Where sufficient notice is given, appointments may be rescheduled in line with Section 2.

### **6. Personalised Services**

Services such as makeup, colour analysis and styling are tailored to the individual.

Results may vary depending on personal preferences, skin type, lifestyle and application outside of the appointment.

### **7. Health & Allergy Disclosure**

Clients must inform Beyond The Beige of any allergies, sensitivities, medical conditions, or recent treatments that may affect the service. Beyond The Beige cannot be held responsible where such information has not been disclosed.

## **8. Professional Conduct**

Beyond The Beige reserves the right to refuse or end a service if behaviour is inappropriate, unsafe or disrespectful. In such cases, no refund will be issued.

## **9. Unforeseen Circumstances**

If Beyond The Beige needs to reschedule due to illness or circumstances beyond control, an alternative appointment will be offered.

## **10. Acceptance of Terms**

By booking through the website, clients confirm they have read and accepted these Terms & Conditions.