



Terms & Conditions

Olivia England Beauty – Mobile Nail Services in Kent

These Terms & Conditions are in place to ensure a smooth, safe, and professional experience for every client. By booking an appointment with Olivia England Beauty, you agree to the following:

Bookings & Appointments

- Appointments must be booked in advance.
- A small travel fee may apply depending on your location; this will be confirmed at the time of booking.
- Please ensure you are home and ready at the agreed appointment time.
- A clean, well-lit workspace with access to a plug socket is required for mobile appointments.
- Children and pets must be supervised and ideally away from the manicuring area to avoid interruptions during the appointment, especially during curing or filing.
- Nail art and additional services must be discussed pre-booking to ensure the correct timings & costs are allocated.
- Car parking – as Olivia has a lot of equipment to carry a parking space is incredibly helpful. If parking is metered, requires a pass or is on street please advise before the appointment so Olivia can allow time to park.

Cancellations & Rescheduling

- Cancellations made less than 24 hours before your appointment may be subject to a cancellation fee. Please call or message (whats app or text) 07707924928 to cancel or amend your appointment.
- If you need to reschedule, please give as much notice as possible so your slot can be offered to another client.
- If Olivia arrives and you are not home or unable to proceed, the appointment may be treated as a late cancellation.

Payments

- Payment is due at the end of your appointment unless otherwise agreed.
- Accepted payment methods will be confirmed at booking (e.g., bank transfer, online payment, cash).
- Nail art or additional services will be added to your total on the day.



Health, Safety & Suitability

- If you have any allergies, sensitivities, or known reactions to nail products (especially HEMA), you must inform Olivia before your appointment.
- If you require further information about the products Olivia uses, please get in touch to discuss before your appointment.
- Olivia reserves the right to refuse treatment if there are signs of infection, open wounds, or conditions that make the service unsafe.
- Clients under 16 must have parental consent and a parent or carer present during the appointment.
- Olivia follows strict hygiene standards and uses professional-grade products only.

Aftercare & Maintenance

- Aftercare advice will be provided at the end of your appointment.
- Olivia is not responsible for damage caused by improper aftercare, misuse, or accidents.
- Breakages within 48 hours may be repaired free of charge at Olivia's discretion; after this period, standard repair fees apply.

Gel Removal & Previous Work

- Gel removal is only offered when followed by a new service.
- Olivia may refuse to infill or work over another technician's product if it is incompatible or unsafe.
- In some cases, a full removal and fresh application may be required.

Nail Repairs

- Nail repairs are charged at £3 per nail and must be booked alongside a manicure service.
- Repairs are carried out using hard gel to rebuild or reinforce the nail.

Mobile Service Requirements

To ensure a safe and comfortable working environment:

- Please provide a clear space for Olivia's equipment. She brings her own table, please provide a chair.
- Adequate lighting is helpful; if lighting is poor, Olivia may use her own lamp.
- Please avoid touching your nails during curing or prep to prevent contamination.

Photography & Social Media

Olivia may take photos of your nails for her portfolio or social media.

If you prefer not to have your nails photographed, please let her know at the start of your appointment.

Liability

- Olivia English Beauty is not responsible for reactions or issues arising from undisclosed allergies or medical conditions.
- Olivia is fully insured for mobile nail services; proof of insurance can be provided upon request.

Updates to Terms

These Terms & Conditions may be updated periodically. The most recent version will always apply to future bookings.

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www.oliviaenglandbeauty.co.uk