

Force Majeure Policy

****1. Introduction****

This Force Majeure Policy outlines the procedures and protocols to be followed by Louise Tilden Beauty Therapy in the event of unforeseen circumstances or force majeure events that may affect my ability to deliver services to my clients

****2. Definition of Force Majeure****

Force majeure events are unforeseeable circumstances that are beyond the control of Louise Tilden Beauty Therapy and which prevent me from fulfilling our contractual obligations. These events may include but are not limited to natural disasters, acts of terrorism, pandemics, government actions, strikes, or any other events that are beyond our reasonable control including unforeseen illness.

****3. Notification Procedures****

In the event of a force majeure event that may impact our operations, Louise Tilden Beauty Therapy or her representative will promptly notify affected clients. Notification methods may include email, phone calls, text messages, or any other appropriate means of communication.

****4. Client Communication****

Clients will be informed of the situation, including any disruptions to scheduled appointments or services. Louise Tilden Beauty Therapy will make every effort to provide alternative arrangements or reschedule appointments as soon as possible.

****5. Refund and Rescheduling Policy****

If a force majeure event results in the cancellation of scheduled appointments or services, Louise Tilden Beauty Therapy will work with affected clients to either reschedule appointments for a later date or provide refunds for prepaid services, as per our standard refund policy.

****6. Duration of Force Majeure Event****

The duration of the force majeure event will be assessed on a case-by-case basis. Louise Tilden Beauty Therapy will keep clients informed about the status of operations and any changes to the situation as it evolves.

****7. Limitation of Liability****

While Louise Tilden Beauty Therapy will make every effort to mitigate the impact of force majeure events on our clients, we cannot be held liable for any losses or damages arising from circumstances beyond our control.

****8. Review and Updates****

This Force Majeure Policy will be reviewed periodically and updated as necessary to ensure its effectiveness and compliance with relevant regulations.

****9. Contact Information****

For any questions or concerns regarding this policy or its implementation, clients are encouraged to contact Louise Tilden Beauty Therapy directly on 07739 848168 or email visit@louisetildenbeautytherapy.co.uk.

****10. Conclusion****

Louise Tilden Beauty Therapy is committed to providing exceptional service to our clients, even in challenging circumstances. This Force Majeure Policy is designed to ensure transparency, communication, and fairness in the event of unforeseen disruptions to our operations. We appreciate the understanding and cooperation of our valued clients during such times.

Louise Tilden Beauty Therapy

26/3/2024