

FACEBOOK

Nº1 Beauty Studio, we would love you to 'Like & Share' our page on Facebook.

INSTAGRAM

See our posts for regular updates and information.

WEBSITE

www.no1beautystudio.co.uk. Please refer to our website for further details of our treatments.

PAYMENTS

We take **Cash**, all major **Cards** and **American Express**.

PARKING

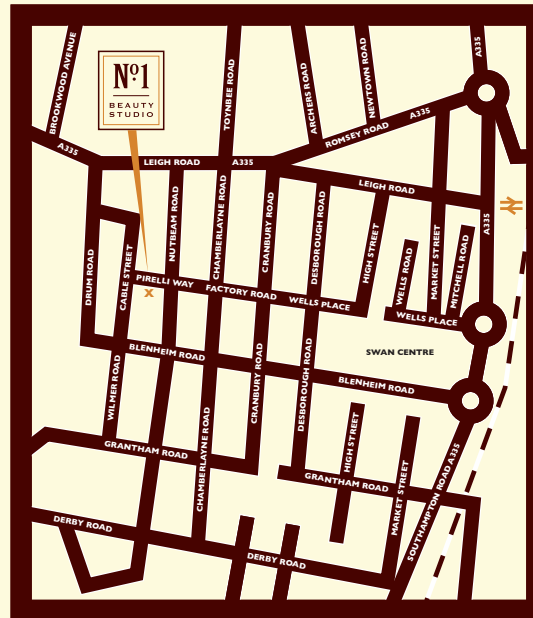
Our allocated spot has the words... 'PRIVATE 9' painted on the ground, **PLUS** a small 'No 1 Beauty Studio' painted at the top curb end of the parking space. When facing the salon, it can be found slightly to the left alongside the shrubbery. If the space is occupied please double park across the end of that car space, till either the space becomes free or pop into the salon for guidance for other options. You will be supplied with our own 'Parking Permit' so as other spaces that are specifically allocated to other businesses will know who you are visiting. **BUT PLEASE BE AWARE THAT THIS PERMIT DOES NOT ALLOW YOU TO PARK ANYWHERE....** Thank you for your cooperation.



HOW TO FIND US

From the M3, take Junction 13 and follow the A335 down Leigh Road towards Eastleigh. After the traffic lights at the Holiday Inn Hotel take the 4th turning on the right into Nutbeam Road then take first right into Pirelli Way. We are the 3rd unit on the left.

From the M27, Come off the M27 at junction 5 and join the A335 signposted for Eastleigh & the airport. At the mini roundabout take the first exit continuing towards Eastleigh on Southampton Road. Just past the petrol station on the right hand side, turn left into Derby Road. Turn right into Nutbeam Road just before the park, then the 3rd turning on the left is Pirelli Way.



**Nº1 Beauty Studio, 9 Pirelli Way, Eastleigh,
Hampshire SO50 5GE**

02380 611 622

www.no1beautystudio.co.uk

Nº1
BEAUTY
STUDIO

WELCOME LETTER

Beauty at its Best

Below we hope to cover all those small questions you may have on your visit to our salon. We aim for a warm inviting salon with a relaxing atmosphere as soon as you walk through our door.

INTRODUCING OUR STAFF

Rachel has over 35 years' experience, dedicated to all aspects of pampering and with an eye for detail. Rachel continues to update her qualifications and is fully trained to undertake over 50 different types of procedures. Her enthusiasm for the business and her customer service shines through.

Katie is our Part-Time member of staff with over 20 years' experience. She has a passion for her work and is very conscientious.

So you will get the same customer care and standard of treatment regardless of which Therapist you have when you visit.

ON ARRIVAL

We will greet you and ask you to complete a client card. This will give us a good idea about you as a person and your life style. For insurance purposes we keep client contact details and treatment information, which your therapist will fill out after each of your treatments, in a locked cabinet. This is never passed on to a third party and is for the salons' information only.

WHAT TO EXPECT

There are two treatment rooms; our essential treatment like manicure, pedicures and waxing etc, usually happen in our 'Serenity' room but this space can also be converted into a more relaxing environment for our facial and body works. Our second room is called 'Tranquillity' and that's exactly what it is; as soon as you walk into this room you get an overall feeling of calm. This is the main area for facial and body work with a shower for the more extensive treatments. All our indulgent treatments end with a soothing neck pillow applied, a warming fruit tea and cool lemon water to refresh you, plus a little sweetie treat!! In our powder room, we have a whole selection of toiletries and hair care for you to prepare yourself after a treatment ready to face to world again.

TIMING

We will try to be on time for your treatment but in some circumstances, there may be a short delay.....but it is worth the wait!! If we are at fault for the delay then you will get the full time of your treatment. Unfortunately, if you arrive late, we may have to reduce the time of your treatment.

MISSED APPOINTMENTS

As a matter of courtesy and respect for other clients, 24 hours' notice of cancellation is required or we reserve the right to charge a cancellation fee in lieu of notice.

To avoid embarrassment for yourself and your therapist please offer your payment.

REMINDER

We do have a reminder service which will come to your mobile phone 2 days before your appointment. Please reply with just the number '1' to confirm. If you have a problem with your appointment then you need to call the salon land line on 02380 611 622 to discuss this with us personally. **PLEASE NOTE THIS REMINDER SERVICE NUMBER DOES NOT RECEIVE ANY TYPE OF TEXT MESSAGE.**

MOBILE PHONES

Please respect the relaxing environment and others' privacy by turning off your mobile phone. The salon is a quiet haven for your peace and wellbeing.

NOISE

We are a small salon and sound travels easily. We respectfully ask you to keep noise and **VOICE** levels to a minimum so as not to disturb other clients.

CHILDREN

Because of Health & Safety we advise you to not bring your child into the Salon. Should they need to accompany you then please make sure they have a **QUIET** activity to occupy themselves with.

PERSONAL BELONGINGS

Please don't bring into the salon any precious personal items eg; jewellery. Clients can be so relaxed after their treatments that sometimes they can forget to put their jewellery back on. We do provide a special container for you to keep them safe of which stays with your belongings.

PREP

If having a **Pedicure** please bring flip flops to wear home to ensure your varnish does not smudge and allows time for it to harden off. With **Waxing** please wash the area and leave 'cream free' before the treatment so as the wax will adhere properly. To prep for a **Spray Tan**, 48 hours before the treatment remove any unwanted hair. Exfoliate 24 hours before and on the day avoid any creams, perfume, make-up and underarm sprays.

HAIR

In order for us to make our facial or massage treatments as thorough and as enjoyable as possible we may get oils/creams in the hair so please be aware of this.

AFTERCARE

Advice on aftercare will be given after all types of treatments. After any relaxing treatment please rest and drink plenty of water to prolong the effects. Should you experience any problems please do contact us so as we can advise.

GOING FORWARD

In order to get the best from a treatment you may need to consider a 'course'. The type of products and home care routine you use will also affect any outcomes.

SAMPLES

Where we can, we are happy to provide you with samples of any product for you to try at home. This enables you to make an informed decision on an investment with your purchases.

NEW CLIENT GOODY BAG

All new clients will receive a gift bag with all the salon information inside as well as a product sample. If you have received a gift voucher you may already have this.

'TREATMENT' & 'PRODUCT' OF THE MONTH

This changes every month, you will find it advertised in the salon as well as on our Facebook page. The offers give you 20% off the treatment or product advertised.

RECOMMEND-A-FRIEND

The salon runs a scheme where if you recommend someone to the salon, and they make a minimum spend of £30, you BOTH get 15% discount! Please find a card in your gift bag or request one from reception.

LOYALTY/APPOINTMENT CARD

Bring along your appointment card to be signed off after each visit so you can gain your 10% discount after your 10th visit. We appreciate your loyalty and would like to 'Thank You' with this Loyalty Scheme.

GIFT VOUCHERS

Where appropriate these are presented in a gift bag and will include information on the salon as well as a product sample. Vouchers can be made out for either a treatment of your choice or for any monetary amount. With notice, we are very happy to change the type of treatment for the equivalent amount or monies can be added to the value if necessary.