

Terms and conditions

Gift vouchers

All gift vouchers are valid for 6 months from the date of purchase. All gift vouchers purchased at Atara are non-refundable and may not be exchanged for cash or other vouchers. The balance will remain on the voucher if the full amount is not used at the time of the treatment but we will not give the change for the remaining balance on the voucher.

Cancellations and Late arrivals

We have a strict 48 hour cancellation policy. If the cancellation is made within 24 hours then we reserve the right to take 50% off the total price. In the event of late arrival, we will need to downgrade the service to one that will fit within the remaining time but will still charge the full price of the originally booked treatment.

Services

We only work on natural nails therefore our removal service only includes gel-based polishes. If you are unhappy with any part of your service, please bring this to our immediate attention and we will resolve it before the end of the treatment. Payment for a service is acceptance of it having been done satisfactorily. As such we do not provide refunds for services that have been paid for.

Chipped polish

If lacquer polish is chipped within 3 days or gel polish within 7 days, please contact us at hello@ataranailbar.co.uk with details for when your appointment took place and an image of the affected nail(s). We will arrange an appointment where at no charge we will fix the polish only on the nails that have been chipped. A part or full refund will not apply as the service has already been paid for.

Zero Tolerance Policy

Atara takes pride in giving the best customer care and we strive to deliver this at every opportunity. Our staff have the right to carry out their work without any form of abuse, harassment or violence. Any behaviour, both verbal or physical, which causes staff to feel uncomfortable, humiliated, intimidated or threatened is not acceptable. This includes behaviour that takes place in store, on the phone or via written communications. We reserve the right to permanently ban clients whose behaviour is deemed to be in contradiction to this policy.