

AMC04 - OUR GIFT VOUCHER POLICY

- Gift vouchers are valid for 6 months from date of purchase. Unused vouchers will not be refunded or attributed to any transactions after the expiry date.
- Gift vouchers can be redeemed against standard scans at Ada & Me **only**.
- Gift vouchers cannot be redeemed for cash, returned for a refund, have their balances consolidated to a new voucher or be replaced after expiry and are not legal tender, account cards, credit or debit cards or securities.
- If the service you require exceeds the value of the gift voucher, the remaining balance must be paid online when booking. Ada & Me reserve the right to change prices without notification.
- Amendments to your appointment can only be made up to 72 hours ahead of your time slot. You can do this by signing into your Ada & Me account and clicking on '**Change my appointment**'.
- If you need to cancel your booking but have used a voucher to pay for the service (whether in part payment or full payment), you can do this by signing into your Ada & Me account and clicking on '**Cancel my appointment**'. Please note, a refund is not applicable when using a voucher, whether in part payment or full payment, regardless of when you notify us.
- Please refer to our fever policy if you have a fever on the day of your appointment.
- Gift vouchers cannot be replaced if lost or stolen. If you suspect any unauthorised activity, immediately report this to Ada & Me via email on contact@adaandme.co.uk providing all details including proof of purchase and gift voucher number for verification purposes.
- Ada & Me reserves the right to cancel a gift voucher at our sole discretion. If so, we may either provide a replacement gift voucher of equivalent value unless we suspect fraud, or other misbehavior in relation to a gift voucher. The gift voucher remains our property.
- Ada & Me can vary or replace these conditions from time to time (including introducing new fees)