



**Aesthetics Events Limited**

C12 Generator Hall  
Electric Wharf  
Coventry CV1 4JL UK

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**f:** +44 (0)2476 225 333

**e:** [info@aesthetics.co.uk](mailto:info@aesthetics.co.uk)

**w:** [www.aesthetics.co.uk](http://www.aesthetics.co.uk)

## BOOKINGS

- ◆ On receipt of your contact please call the office immediately.
- ◆ If for any reason you must cancel the booking then please give the agency as much notice as possible. Bookings cancelled with 48 hours with result in dismissal from the agency books.
- ◆ Cancellations with 24 hours or no shows will incur a £30.00 administration cost.
- ◆ If you have any concerns regarding the booking. I.e. Room shares etc. then please give us a call to discuss this. We are here to help.
- ◆ If you frequently cancel bookings you will be considered unreliable and will be removed from the agency files.
- ◆ Expense sheets must be sent to the agency within 7 days of the event ending to enable us to invoice the client.
- ◆ All expenses must be accompanied by a receipt, (with the exception of meals and mileage).
- ◆ Aesthetics do random mileage checks so please be as accurate as possible to avoid any embarrassment.
- ◆ If Expense sheets / invoices are received at our office later than 7 days then any expenses incurred will not be paid.
- ◆ Aesthetics pay via BACS at the end of the month following the event, (regardless if we have been paid by the client or not).
- ◆ Aesthetics pay via PAYE for all promotional activity unless proof of self-employment in letter format is received from the tax office or your accountant.
- ◆ Uniforms must be returned at the end of the event to the supervisor or the nominated person, if your uniform is not returned then you will not be paid until we have received it at the office (unless a prior arrangement has been made).
- ◆ If your uniform is damaged and needs repaired then please put a note on the uniform to enable us to identify the repair.
- ◆ Please remember that we are here to make all our lives as stress free as possible. If you have any concerns, then please call the agency to discuss them. A happy team is a happy client.



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### STAFF CODE OF CONDUCT

- ◆ If there are any problems, prior or during the event your first point of contact is your Aesthetics supervisor/manager, if the supervisor/manager is not available then Aesthetics office should be contacted immediately. Do not go to the client unless it is absolutely unavoidable.
- ◆ Equally if you have an issue with your supervisor/manager then please call the office immediately.
- ◆ Personal relationships with the client are not acceptable.
- ◆ Make sure that you leave ample time to get to the venue. All staff should be dressed and ready to work 15 minutes prior to the start time.
- ◆ Lateness will not be tolerated.
- ◆ All staff should be able to work overtime unless previously arranged.
- ◆ Look smart and groomed at all times.
- ◆ Uniforms should be clean and ironed at all times and shoes/boots should be polished.
- ◆ All girls with hair past their shoulder should tie it back when working in hospitality areas.
- ◆ Make up should be natural; nails must be manicured and should have clear or French polish only.
- ◆ Jewellery should be kept to a minimum; only wedding bands, stud earrings and watches are permitted.
- ◆ Men should be clean-shaven.
- ◆ No visible tattoos or facial piercings. You will be asked to leave the event if this is not strictly adhered to.
- ◆ No smoking unless on a designated break and always out of the sight of clients.
- ◆ No drinking alcohol while working or in uniform.
- ◆ Never come to work with a hangover.
- ◆ No gossiping with other members of staff whilst on duty.
- ◆ No hands in pockets.
- ◆ Always be eager to help, polite and diplomatic.
- ◆ Remember the client is always right.
- ◆ Leave any personal problems at home.
- ◆ Do not chew gum.
- ◆ Mobile phones must be switched off at all times except on designated breaks.