

Terms & Conditions

May Nails Beauty — Stilton, Huntingdonshire, UK

Last updated: 14 September 2026

These Terms & Conditions ("Terms") govern your use of the May Nails Beauty website (maynailsbeauty.co.uk), our in-salon nail services, our nail products, and our nail assessment and certification services (together, the "Services"), operated by May Nails Beauty, Stilton, Huntingdonshire, UK ("we", "us", "our"). By booking, purchasing, or using our Services, you agree to these Terms.

1. Who We Are

May Nails Beauty is a nail salon based in Stilton, Huntingdonshire, offering nail treatments, nail products for sale, and professional nail assessment and certification for experienced nail technicians. These Services are available to customers in the United Kingdom only.

2. Salon Services (Appointments & Treatments)

2.1 Bookings

Appointments can be made via our website booking system or WhatsApp. By booking an appointment with May Nails Beauty, you agree to pay in full for the service upon its completion.

2.2 Cancellations & Rescheduling

We require at least 24 hours' notice to cancel or reschedule an appointment. Cancellations made with less notice, or missed appointments ("no-shows"), may be subject to a cancellation fee, or forfeiture of any deposit paid.

2.3 Deposits

Where a deposit is required to secure a booking, this will be confirmed to you at the time of booking and deducted from your final bill. Deposits are non-refundable in the event of a late cancellation or no-show under clause 2.2.

2.4 Late Arrival

If you arrive more than 15 minutes late, we may need to shorten your treatment or reschedule your appointment, and cancellation charges may apply.

2.5 Patch Tests & Allergies

It is your responsibility to inform us of any allergies, skin conditions, medical conditions, or medications that may affect your treatment before your appointment. We reserve the right to decline or adapt a treatment where we reasonably believe it is unsafe to proceed.

2.6 Right to Refuse Service

We reserve the right to refuse service to anyone, including for reasons of health and safety, inappropriate behaviour, or if a client is under the influence of alcohol or drugs.

2.7 Payment

Full payment is due immediately upon completion of your service, regardless of the outcome, subject to clause 2.8 below.

2.8 Client Satisfaction & Right to Rectify

If you are unhappy with the outcome of your treatment, please let us know before leaving the salon wherever possible, or contact us within 48 hours. You will be entitled to up to three (3) attempts for our technician to correct and improve the result to a satisfactory standard, free of charge. Once a service has been completed and, where applicable, any rectification attempts under this clause have been carried out, no refunds will be given. This clause does not affect your statutory rights under the Consumer Rights Act 2015 in respect of services not carried out with reasonable care and skill.

3. Nail Products (Online Sales)

3.1 Orders

Orders placed through our website are subject to product availability. We reserve the right to cancel or refuse any order at our discretion, including in cases of pricing errors or stock issues.

3.2 Pricing & Payment

All prices are listed in GBP (£) and include VAT where applicable. Payment must be made in full at the time of ordering.

3.3 Delivery

We currently deliver to UK addresses only. Estimated delivery times will be provided at checkout; these are estimates and not guaranteed.

3.4 Returns & Refunds

In line with UK Consumer Contracts Regulations, you have the right to cancel most orders within 14 days of receipt for a full refund, provided products are unused, unopened, and in their original condition. This right does not apply to products that are sealed for health/hygiene reasons and have been unsealed after delivery (e.g. certain cosmetic or nail-care products), where permitted by law. Faulty or damaged products will be replaced or refunded in accordance with your statutory rights under the Consumer Rights Act 2015.

3.5 Product Use

Nail products sold are intended for their stated purpose. We are not liable for misuse, incorrect application, or use by untrained individuals leading to injury or damage.

4. Nail Assessment & Certification

4.1 Eligibility

Our assessment pathway is intended for nail technicians with existing practical experience (including those trained in-salon) who wish to have their skills formally assessed. It is not a beginner training course.

4.2 Assessment Format

The assessment is conducted 100% online via video submission. No in-person attendance is required.

4.3 Assessment Period

Once purchased, you have 14 days to submit your assessment, unless otherwise agreed with us in writing.

4.4 Results & Retakes

If your submission does not meet the required standard, you may retake the assessment. A minimum gap of two (2) weeks is required between attempts. There is no limit to the number of retakes available.

4.5 Certification

On successful completion, you will receive:

- A digital PDF certificate
- Two premium printed certificates (one framed, one spare)
- A unique certificate number with QR code verification
- ABT Accredited Certification status

Certificates do not expire and do not require renewal.

4.6 Accreditation

Our certification is accredited by ABT, a recognised UK accrediting body for the hair, nail and beauty industry. Accreditation status is subject to ABT's own terms and conditions, which we do not control.

4.7 Insurance Discount

Successful candidates may receive a discount code for ABT insurance. This discount is provided by ABT/its insurance partner and is subject to their own eligibility criteria and terms, which are outside our control.

4.8 Fees & Refunds

Assessment fees are payable upfront and are non-refundable once assessment access has been granted, except where required by UK consumer law.

4.9 No Guarantee of Employment or Outcome

Certification confirms that you have met our assessment standard. It does not guarantee employment, insurance approval, or any specific professional outcome.

5. General Terms

5.1 Intellectual Property

All website content, branding, course materials, and certificates remain the intellectual property of May Nails Beauty and may not be reproduced or altered without permission.

5.2 Limitation of Liability

To the extent permitted by law, we are not liable for indirect or consequential loss arising from use of our Services. Nothing in these Terms limits liability for death, personal injury caused by negligence, or fraud, or any other liability that cannot be excluded under UK law.

5.3 Data Protection

We handle personal data in accordance with our Privacy Policy and UK GDPR/Data Protection Act 2018.

5.4 Changes to These Terms

We may update these Terms from time to time. Continued use of our Services after changes are posted constitutes acceptance of the updated Terms.

5.5 Governing Law

These Terms are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

5.6 Contact

For any questions about these Terms, please contact us via WhatsApp: 07751059886, or through our website: maynailsbeauty.co.uk.