



WHAT YOU NEED TO KNOW THE A TO THE Q!

HOW DO I FIND YOU?

There are a few ways you can get to the salon. Please see map below and further directions overleaf.



IF YOU'RE COMING IN FROM ILKLEY/ADDINGHAM DIRECTION...

Keep coming along the A65 towards Skipton and about 1 1/4 miles after Draughton, you'll want to take the slight left taking you into Skipton. Carry on down the windy road, under the bridge and vets on your right and keep going all the way down the road until you get to a mini roundabout, where you'll want to take the 3rd exit onto Newmarket Street. Pretty much straight away you'll want to take your next right up Bunkers Hill and then next right again, which will take you onto Otley Street (which is a one-way street). Keep going until the end of the row (past the funeral directors and dentist) and you'll see the salon at the end of the street.

IF YOU'RE COMING IN FROM CONONLEY/BRADLEY DIRECTION...

Keep going along Keighley Road A629 towards Skipton, until you hit the roundabout, where you need to take the 2nd exit which will bring you into Skipton. At the next roundabout and mini roundabout carry on straight (2nd exit) and keep going until you pass Skipton Hospital on your right. You'll go through 2 sets of lights near Tesco petrol station - just keep going straight. When you get into the centre of Skipton you'll get to the roundabout at the bottom of the High Street near Yorkshire Trading - take the second exit down Newmarket Street and carry on down the road until you pass St Andrews Church on your left - take the left turn after that, and then right turn onto Otley Street. Keep going until the end of the row (past the funeral directors and dentist) and you'll see the salon at the end of the street.

IF YOU'RE COMING IN FROM "UP'T DALE" E.G. GRASSINGTON/CRACOE...

Head along the B6265 towards Skipton until you get to the Grassington Road roundabout, where you'll want to take the 2nd exit onto Grassington Road. Keep going down the road and you'll make your way into the centre of Skipton, eventually getting to the top of the High Street and having Holy Trinity Church on your left. Take the 2nd exit as if you're going down the High Street, but take the first left turn (at the side of the Town Hall) and go through the car park right to the exit at the back. Turn right as if you're going down Bunkers Hill, but take the next immediate right turn onto Otley Street. Keep going until the end of the row (past the funeral directors and dentist) and you'll see the salon at the end of the street.

IF YOU'RE COMING IN FROM BARNOLDSWICK/THORNTON-IN-CRAVEN DIRECTION...

Head into Skipton along Broughton Road (A56). Keep going until you get to the roundabout, and take the 2nd exit (A59). After you've passed Broughton Hall Estate on your right, you want to take the next major right turning, which has a slip road for "local Skipton traffic". Carry on down and you'll make your way into Skipton. Keep going straight until you get onto Swadford Street (Specsavers, Bizzie Lizzie's chip shop). At the end of the road turn left and take the second exit at the roundabout to go down Newmarket Street. Carry on down the road until you pass St Andrews Church on your left - take the left turn after that, and then right turn onto Otley Street. Keep going until the end of the row (past the funeral directors and dentist) and you'll see the salon at the end of the street.

WHAT IS THE PARKING SITUATION?

Otley Street is a one-way street (though you'll often see people going the wrong direction and being told off!) and there is parking available, but it's limited and very hit and miss.

Generally, the later your appointment is in the day the more chance you have of getting a spot. There's a few spaces on the LHS of the road that are available for shorter appointments (1 hour stays) and parking on the RHS is unrestricted whilst you're attending your appointment.

If you can't get in either side, your best bet is to park up Otley Road and walk down to the salon, or park in one of the local car parks that are about 5 minutes away.

BUNKERS HILL CAR PARK

This is the closest of the 2 car parks but also the smallest, and if you're planning a mooch around town either before or after your appointment, be aware there's a maximum time of 4 hours parking. You'll find it at the bottom of the hill on the RHS, just off Newmarket Street.

To get to the salon from there, come out of the car park and turn right, walk up the hill and turn right at Brook Smith Funeral Directors. Carry on walking along Otley Street and the salon is at the other end (near the police station).

HIGH STREET CAR PARK

This one is the biggest car park in Skipton, and so gives you the best chance of getting a spot! Saying that though, it does get busy as it's also the most central one for the town.

You'll find the entrance at the top of the High Street next to the Town Hall.

To get to the salon from there, follow the directions for the exit to the car park (there are yellow painted pedestrian paths next to the road) and you'll be facing the side entrance to Skipton Baptist Church. Turn right as if you're going down the hill, but take your next left onto Otley Street - you'll see Brook Smith Funeral Directors on the corner. Keep walking along the street and the salon is at the end of the row of terraced houses (near the police station).

CAR PARK COSTS

Both car parks are priced exactly the same, and so you know how many pennies to bring, here are the prices (correct as of January 2021).

- Up to 1 hr - £1.20
- Up to 2 hrs - £2.30
- Up to 3 hrs - £3.50
- Up to 4 hrs - £4.50

A couple of things to note - the machines DON'T give change and you have to pay between 9am and 6pm. You can pay by cash or card.

WHAT HAPPENS WHEN YOU BOOK YOUR APPOINTMENT?

When you've got your appointment in the diary, you'll get a confirmation email telling you the date and time, and what you're booked in for.

If it's your first appointment for that treatment you'll also get sent a link on another email to complete a digital consultation form. This has a link to my booking software - complete it as fully as you can, sign with your finger or your mouse (don't worry, I've seen all kinds of signatures - you're in a judgement free zone!) and click Submit. Then you're done!

WHAT HAPPENS WHEN YOU ARRIVE FOR YOUR APPOINTMENT?

Because I'm a one-to-one service, the door will be locked when I'm in a treatment. Unfortunately there's no waiting area outside, so please don't arrive too early unless you're happy to wait - I'm afraid I can't guarantee that I'll be free any earlier than your appointment time.

You'll be taken straight in for your appointment as soon as I open the door - I'm a firm believer in the time you book out with me is YOUR time with me, and so I'll never dash off and answer the door or phone while you're with me, and I appreciate the same courtesy.

If you're early for your appointment, why not pop into one of the local cafes for a drink? Bean Loved and Steep & Filter are both highly recommended independent coffee shops and are just at the other end of Otley Street as you go into town.

WHAT HAPPENS AFTER MY APPOINTMENT?

When your appointment is over and you're on your way, you'll get sent an email receipt and your aftercare advice on 2 separate emails. The next day you'll also get an email asking if you'd like to leave me a Google review - I'd love it if you can do this for me as it massively helps to build my business!

WHAT HAPPENS IF I CAN'T MAKE MY APPOINTMENT?

I do have a 48 hour cancellation policy, and so if you have to cancel your appointment in this time, there is a charge.

As I'm a small business and work on my own, I don't have much time outside of appointments to fill gaps at short notice, so I do ask for more than 48 hours notice to give me as much chance as I can to fill the space and prevent me losing money (and me having to charge you).

If you cancel your appointment within 24-48 hours before I'm due to see you, you'll be charged 50% of your appointment.

If you don't turn up to your appointment or cancel on the day itself, you'll be charged 100% of your appointment, because I've had no opportunity to offer the time to anyone else. This includes bookings of several treatments that are shortened on the day.

If you cancel on the day because you're ill or it's an emergency, you'll be charged 50% of the appointment. If you're doing this repetitively over 6 months though, this will increase to 100%.

These charges will need to be paid in full before you can make any other appointments. These charges are also applicable in the same way if you choose to reduce your appointment time from what you had originally booked in.

WHAT DOES THE TIME THAT IS BOOKED OUT FOR THE APPOINTMENT INCLUDE?

The treatment times unless otherwise mentioned, include consultation, your treatment and preparation. If you're late for your appointment this will impact on your treatment time as it can't be extended.

WHAT'S THE BEST WAY TO CONTACT YOU?

The best ways to get hold of me are by phone and leaving me a message (01756 794339) or by sending me an email (hello@velvetbeauty.co.uk).

As it's just me, please bear with me if you call and hit my answerphone - I will get back to you as soon as I can.

WHAT METHODS OF PAYMENT DO YOU TAKE?

I accept cash and most major cards, with the exception of American Express.

I'D LIKE TO GO AHEAD WITH A COURSE OF TREATMENTS - HOW DO I GO ABOUT PAYING?

All courses of treatments require full payment either before they start or at the first appointment. Please ask if you need to talk about finance options.

CAN I BRING MY CHILDREN TO MY APPOINTMENT?

I'm sorry but children aren't allowed to come to your appointment with you, both for insurance reasons and to make sure you are able to get the most out of your "you time".

WHAT DO YOU DO WITH THE INFORMATION YOU COLLECT ABOUT ME?

Any information that you give me is held confidentially and securely, and I am also registered with the ICO. None of your information is passed to any third parties, and any information collected is relevant to your safety, treatment and its effectiveness.