

Hello...

It is hard to believe that Christmas is just around the corner again, isn't it? Time for warm mince pies, winter parties, open fires and sparkling Christmas trees. For many, the past year has been a difficult one, so why not relieve the pressure and stress of the last 12 months by treating yourself, or a loved one, to some deserved pampering. Or ask Santa for a beauty voucher so you can treat yourself in the New Year...

Don't forget, we also have a wide range of pampering beauty products available at the salon. Our luxurious range make wonderful gifts and, starting at just a few pounds, are perfect stocking fillers this Christmas. Pop into the salon anytime during our extended Christmas opening hours to browse what we have to offer. You are also invited to our 'Christmas Open Evening' on the 4th Dec and 'Open Day' on the 5th Dec, where you will enjoy extra discounts and even more Special Offers.

Wishing you a warm, cosy winter and looking forward to seeing you soon..

Felicity, Kay, Claire, Amy and Sadie



NEW WEBSITE - NEW WEBSITE - NEW WEBSITE - NEW WEBSITE - NEW WEBSITE - NEW WEBSITE

www.felicitykates.co.uk is going live on the 1st December – meaning that the salon is only ever a click away. We hope you like the new look site and find it helpful and easy to navigate – we always welcome your feedback. It is brimming with information on all our treatments, to help you decide which essential or pampering treatment is right for you. It also lists our extensive product range.

On the site, you will find background information on the salon and therapist 'biogs', including their qualifications. We are introducing another exciting addition – an online booking form. This will allow our internet savvy clients to request a treatment and appointment time without having to phone – ideal if you wish to request a treatment out of working hours, or if there is no reply at reception. We will trial the system for a short while and, if it proves successful, this service will be extended to allow clients to check availability and book online. Each booking will be confirmed via email. The booking system we intend employing would show the available slots and also an option to select the therapist and treatment of your choice. However, be assured that should we implement this service, it would provide 100% data protection and security.

To coincide with the website going live, we are launching web exclusive monthly offers and regular newsletters. You can subscribe to this via the website, or – if you have already given us your email address – we will email you automatically. If you would prefer us not to contact you in this way, simply reply to the first newsletter to unsubscribe.

exciting salon news...

It has been another exciting and eventful year at Felicity Kate's. In June, Claire gave birth to a handsome baby boy, Cohen, and is currently on maternity leave. We wish her well and look forward to her rejoining the team in the New Year.

The salon would like to officially welcome Amy to the salon. Many of you will already know Amy, who has been at Felicity Kate's for just over a year – starting on reception whilst she trained and qualified. You may have been one of the many clients who have taken advantage of discounted treatments with Amy, which we offered while she completed her NVQ level 3 in Beauty Therapy. Now fully qualified, Amy has become a permanent and highly valued member of the Felicity Kate's team. She is continuing her studies at college, and is currently training in Aromatherapy, Hot Stone massage and Spa treatments. Therefore, we will be offering yet more discounted treatments in the future – superb pampering treatments at cut price. Don't miss out...

We also welcome Sadie to the salon, who is replacing Amy on reception. She is currently studying Beauty at North Devon College and is at the salon on Thursdays and Saturdays.

don't forget your loyalty points

Our popular reward system has been in place for nearly 2 years. Many of you now regularly enjoy free products and treatments, thanks to earned points. You should already be aware of how the system works, but just to refresh – every time you pay for a treatment, our booking system automatically adds loyalty points to your account.

**You earn 4 points for every whole pound you spend in the salon.
1 point = 1 penny**

We regularly run promotions throughout the year where you will be able to earn additional points. Points are redeemable on all treatments and products at Felicity Kate's.

*It is our way of saying a big 'thank you' for
your custom and loyalty...
...go on treat yourself*

just to say thank you...

£5.00 off

when you spend over £25.00 on treatments

@ felicity kate's

valid from 1st - 31st Jan 2010

Quote Code NEWYEAR10

This voucher cannot be used in conjunction with any other special offer, promotion or gift voucher.

friend referral

We hope you enjoy your pampering & essential treatments at the salon! Presuming you do, don't keep it to yourself - introduce a friend to felicity Kate's.

**As a thank you we will give you, and the person you introduce, 500 loyalty points*
= £5.00 off any beauty treatment.**

*Points will be credited once the client has booked & paid for their first treatment - to the value of £20.00 or more.

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