



look good **feel better**

FACING CANCER WITH CONFIDENCE

Frequently Asked Questions

General

Who are the workshops for?

Our services are available for anyone with a cancer diagnosis.

How many people will be there?

Depending on the venue, generally between 8-15 people.

Can I bring someone with me?

We cannot facilitate additional people in the room due space limitations and to ensure that we are creating a safe space for people living with cancer. If you require a chaperone for a specific reason, such as language translation, please contact us on 01372 747 500 or bookings@lgfb.co.uk so we are aware and can do our best to facilitate.

I have accessibility requirements

Please contact us on 01372 747 500 or bookings@lgfb.co.uk so we can do our best to ensure that your needs are met.

How long does the workshop last?

The workshop will last up to two hours.

What time do I need to be there? I might be late.

Please refer to your booking email for the workshop time. The workshop will start promptly at the time stated; we will allow a 10-minute grace period but after that then unfortunately you will not be allowed in as it can be disruptive for the group. Please contact Look Good Feel Better on 01372 747 500 or bookings@lgfb.co.uk if you need to re-book.



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I need to leave early

Our workshops last up to two hours, if you need to leave more than 15 minutes early then we'd suggest rearranging your workshop so you can attend the full session. Please contact us on 01372 747 500 or bookings@lgfb.co.uk.

Where will the workshop be held?

Please refer to the confirmation email for the full address. There is a 'location map' provided if you are unsure of where to go.

Where can I park?

Please refer to the confirmation email for the full address. There is a 'location map' provided if you are unsure of where to go which contains parking and transport information.

Can I attend again?

Our skincare and makeup workshops are a one-off workshop per person, per diagnosis.

How much does it cost?

We work hard to ensure that our services are free to our beneficiaries. If you would like to make a donation to Look Good Feel Better which will allow someone else to access our vital services then you can make a donation via our website <https://lookgoodfeelbetter.co.uk/donate/>

If I need to cancel, what do I do?

Please follow the link on your confirmation email or alternatively contact us on 01372 747 500 or bookings@lgfb.co.uk



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If I need a refresher after a couple of months can I attend again?

Our skincare and makeup workshops are a one-off workshop per person, per diagnosis. If you need some further support then we have lots of useful tutorials on our website - <https://lookgoodfeelbetter.co.uk/tutorials/>

My cancer has returned, can I attend another session?

We are sorry to hear this. Please contact us on 01372 747 500 or bookings@lgfb.co.uk

What other sessions do you do?

Lots! Hand & Nail Care; Hair Loss & Scalp Care; Wigs, Brows & Lashes; Styling for Confidence; Gentle Exercise and Mindfulness. Please visit our website to find out more <https://lookgoodfeelbetter.co.uk/support/women/>

My friend has cancer, can I bring them with me?

Your friend will need to book on to a workshop, we are unable to facilitate people who do not have a pre-made booking.

I am transgender or in the LGBTQIA+ community, can I attend?

Yes, our workshops are available for anyone with a cancer diagnosis. If you have any specific requirements then please contact us on 01372 747 500 or bookings@lgfb.co.uk and we will do our best to help.



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About the workshop

Do I need to bring anything?

Everything will be provided on the day however if you have a foundation and concealer which are your perfect shade then please feel free to bring them. If you would like to bring your own brushes then you are welcome to do so – please ensure they are clean. You will receive a leaflet with what was covered in the workshop which is yours to take home but if you'd like to bring a pen and paper to write your own notes then you are very welcome.

Will someone be doing my makeup or will I be doing it myself?

You are encouraged to do your own makeup. Our volunteers will be there to provide you lots of tips and tricks and assist you if you are struggling but they will not be doing a full makeover on each person.

Is this a course or a one-off session? Can I come back?

Our skincare and makeup workshops are a one-off per person, per diagnosis.

Can I attend multiple venues in my area?

Our skincare and makeup workshops are a one-off per person, per diagnosis.

I have allergies or personal preferences with cosmetics; can I choose what's in my gift bag?

Our gift bags are pre-packed and we do not have an unlimited supply of products and work with what is generously donated by the companies that support us. If you have known allergies or a preference on what products you use then please bring your own to use during the workshop.