

# OUR TERMS AND CONDITIONS

Set below are the terms and conditions which we base the services that The Aesthetics Lady & Co provide to their clients. Please ensure that you have read and fully understand them prior to booking a consultation, appointment or procedure. The Aesthetics Lady & Co reserve the right to alter these terms at any time, without warning, as we see fit.



## 1. CONSULTATION

Consultations with The Aesthetics Lady & Co require a £30 non-refundable booking fee to secure the booking –this is transferable to your treatment cost. If your practitioner decides you are not suitable for the treatment, this booking fee is refundable.

Consultations with our doctor are £30 non-refundable booking fee which is deductible from your treatment cost.

## 2. BOOKING FEE

All appointments require a non-refundable booking fee to secure your appointment.

- £30 for 15 minute appointment
- £50 for 30 minute appointment
- £100 for 1 hour or more appointment

If we do not receive payment, we will assume you no longer want to go ahead, and your appointment will not be booked. You understand that any attempts to withdraw this payment will result in legal action being taken.

## 3. CANCELLATION POLICY

In the event of a cancellation, your booking fee is non-refundable.

The Aesthetics Lady & Co understands that you may need to reschedule your appointment. Our time is valuable to us, as is yours. We kindly ask that if you wish to reschedule your appointment, that you give 48 hours notice. If you should need to rearrange you may do so once on the same booking fee, should you need to rearrange again the booking fee will be lost and a new booking fee will be payable to secure a new appointment.

## 4. LATENESS POLICY

Your well-being is important to us. We understand unexpected delays can occur. However accommodating late clients is often impossible without disrupting other appointments. Please be aware that if you are late, we cannot guarantee that your treatment can be performed and a new booking fee will be required to reschedule.

## 5. NO SHOWS

In the event you do not show up to your appointment, you will lose the booking fee paid to secure the appointment and you will be required to provide a new booking fee for your next appointment. If you miss three consecutive appointments without contacting us, you will be unable to schedule future appointments.

Pandemic, war and nature forcer major - the fees are non refundable. A new alternative date and/or location will be offered when safe to do so. If you do need to cancel or rearrange your appointment please contact us during our clinic hours.

## 6. TREATMENT SUITABILITY AND RESULTS

Our doctor and practitioners will assess whether a treatment is suitable for you, or likely to be successful, prior to any treatment being carried out. We reserve the right to refuse treatment if the treatment is deemed as either not suitable for any reason, not likely to be successful, or if there are concerns regarding client expectations or client compliance. Please be aware that individual results for any treatment may vary from person to person and that results are not guaranteed.

We expect that you will follow our guidance on preparation for treatments that require a specific protocol. Failure to follow the preparation protocol may result in cancellation of your treatment.

There is no obligation to go ahead with the treatment on the day, however if we confirm that you are unsuitable or you change your mind for the treatment, the booking fee will be lost to cover the time slot.

## 7. CHILDREN

Any client who requires a consultation and or treatment and brings a child with them must also be accompanied by another adult to chaperone the child whilst the client is being treated. Failure to bring an adult chaperone with any child may result in the treatment being cancelled. No children under the age of 16 years must be left unattended within the clinic at any time.

## 8. LIABILITY

The Aesthetics Lady & Co will not be liable in contract, or otherwise for any economic loss (including, without limitation, loss of profit), or for any other special, indirect or consequential loss or damage arising out of, or in connection with, its provision of any goods and/or services to the client.

It is the client's responsibility to ensure that he or she provide The Aesthetics Lady & Co with all the relevant medical details and history prior to each treatment. The Aesthetics Lady & Co will not be liable for any damage that occurs as a result of the client's failure to disclose such details. The client agrees to comply with all instructions and/or recommendations given to them by, or on behalf of, The Aesthetics Lady & Co regarding the care of a treated area.

After some treatments, clients receive a follow-up, usually within 2-4 weeks. Any corrective work, or any added treatment deemed necessary is provided at the follow-up appointment. The Aesthetics Lady & Co are not responsible for any further claims by the client in relation to the aesthetic treatment.

## 9. ANTI-WRINKLE

All queries must be made 2 weeks, no later than 3 weeks after the review appointment. Any queries made after 3 weeks would result in an additional charge.

## 10. OVER 18 YEARS OLD

All clients must be 18 years old at the time of treatment. It is a legal requirement that we see valid ID prior to the treatment. If you are not able to provide ID when asked we will not be able to proceed with the treatment and you will lose your booking fee.

## 11. GIFT CARDS AND VOUCHERS

To use the Gift cards and Gift Vouchers for treatments, products and packages, you will need to provide the card or voucher and you need to use them within the stated period of validity on the card/voucher. They are transferable, but not exchangeable for money.

## 12. RETURNS AND REFUNDS POLICY

The Aesthetics Lady & Co do not issue refunds for our goods or services that have been provided in good faith with all appropriate procedures and consents. However, we may, at our discretion honour refunds on treatments if we deem it justified.

Fees are non refundable and non transferable.

We do not tolerate abuse, threatening or rude behaviour, violence, verbal or physical, towards other clients, staff or members of public. We reserve the right to cancel your booking should these boundaries be broken. You will not be refunded any fees should this happen.

## 13. REVIEW APPOINTMENTS

All treatments that require a review appointment must be booked any time up to three weeks from the date of the first appointment. If this requirement is not met, an additional fee would be payable. If a review is cancelled within the 48 hour period, an additional fee of £30 would be payable.

## 14. YOUR RIGHT TO COMPLAIN

The Aesthetics Lady & Co is committed to treating all its clients appropriately, compassionately and fairly. If, however, you have an issue with any matter in relation to your treatment at The Aesthetics Lady & Co you are entitled to log a complaint. You are required to do this by a letter sent by post or e-mail from your own account. If you require assistance with making your complaint, The Aesthetics Lady & Co will be pleased to help and support you through the process.

You will need to send the complaint letter to:

The Aesthetics Lady & Co, 83 Prince Avenue, Westcliff-on-Sea, SS2 6RL or e-mail your letter to [info@theaestheticslady.com](mailto:info@theaestheticslady.com)

## 15. COMPLICATIONS OR EMERGENCY

In the event a complication arises, I understand the clinic is not open 24 hours and it is my responsibility to seek medical help or return to the treating clinic yourself if possible.