

## **APPOINTMENT POLICY**

We operate a 'by appointment only' policy. At present Skin Perfection Aesthetic Clinic cannot accommodate walk-ins. To schedule an appointment, call 07514 598983 to register your interest or email us to enquire about appointment availability on [info@skin-perfection.co.uk](mailto:info@skin-perfection.co.uk).

## **PAYMENT REQUIRED AT RESERVATION, DEPOSIT AND ON ARRIVAL POLICY**

When booking your free Consultation appointment, you will be required to pay £25.00, which will be used for patch test and will be refunded against any future treatments.

This policy offers Clients transparent pricing and a no hassle checkout experience, whilst eliminating the financial impact to the Business caused by missed appointments and last-minute cancellations. In the face of COVID-19, this policy also allows us to maintain minimal contact.

Should you cancel in line with our Cancellation Policy, your Deposit will be Refunded. Please note that all our Treatments require Consultations in advance.

If an Appointment is reserved by telephone, Deposits will be taken by Card payment, at the time of booking.

If an Appointment is reserved in person, Deposits will be taken by Card Payment, at the time of booking.

Skin Perfection Aesthetic Clinic require Clients to provide contact details; including address, telephone numbers and an email address to secure an appointment.

## **ONLINE OR TELEPHONE CONSULTATION POLICY**

Due to COVID-19, to reduce time in clinic and to maintain minimal contact in clinic, we are operating a digital Online Consultations or Telephone Consultations. These are charged at £25 for LASER and BODY Concerns. This £25 can be redeemed against an in-clinic treatment.

## **CARD REFUND POLICY**

If Client chooses to pay by card, Skin Perfection Aesthetic Clinic will deduct a £1 Administration Fee for any Refunds processed.

## **CONTRAINDICTION POLICY**

A Contraindication is a condition that a person may have which may make a particular Treatment potentially inadvisable to have.

Skin Perfection Aesthetic Clinic requests that all Clients inform the Clinic in advance if they are not well, as the Treatment provided may be Contraindicated.

Skin Perfection Aesthetic Clinic will reserve the right to refuse service if a Client attends the Clinic with a Contraindication for their Treatment, this may result in the

loss of the Deposit. If in doubt, it is the Client's responsibility to make the Clinic aware of any potential Contraindications before their Appointment.

### **LATE ARRIVAL POLICY**

We want you to fully enjoy your time with Skin Perfection Aesthetic Clinic, so please arrive promptly for your Treatment.

As a courtesy to our other Clients, we do not extend Treatment Times. Arriving more than 15 minutes late for your Treatment, depending on the type of Treatment may result in a shorter Treatment time OR in its Cancellation. If your Appointment is cancelled your Deposit will be forfeited, we do not issue Refunds for Late Arrivals.

If your Appointment forms part of a Treatment package and it is decided that the Treatment will be cancelled, £25 will be deducted from the Treatment Package. Please note that we will require you to pay the difference before completion of any Treatment package.

### **CANCELLATION POLICY**

A scheduled time for a Client is specifically reserved for their exclusive use. When Appointments are missed or cancelled without sufficient notice, we are unable to fill the Appointment slot, causing substantial financial impact to the Business.

Should a Client need to cancel or reschedule an appointment with Skin Perfection Aesthetic Clinic, we request 48 hours' notice. Cancellations with less than 48 hours' notice will result in the loss of the Deposit paid.

Clients should check the website and/or call the Clinic for the Opening and Closing Times. Cancellations, if made by telephone, will only be accepted during the Clinic opening times. The Clinic will email/message the Client to confirm the cancelled Appointment.

The Client can email the Clinic to cancel an Appointment. The sent time will be the time considered.

Clients should email [info@skin-perfection.co.uk](mailto:info@skin-perfection.co.uk) to cancel Appointments.

There may be circumstances beyond our control which may cause us to Cancel or Postpone your Appointment at Short Notice. In this unlikely event, we will endeavour to contact you in advance. We do not offer Compensation if the Client's appointment is Cancelled or Postponed.

### **MISSED APPOINTMENT POLICY**

If a Client fails to Attend or Cancel an Appointment with less than 48 hours' notice, the missed Appointment will result in the loss of the Deposit paid as Skin Perfection Aesthetic Clinic may be unable to fill the Appointment slot causing substantial financial impact to the Business.

### **NO SHOW POLICY**

Clients who do not show up will be liable for the full Treatment Price and forfeit a minimum of their Deposit paid.

## **CHILDREN POLICY**

Skin Perfection Aesthetic Clinic does not permit, under ANY circumstances, Children under the age of 16 years old.

Any child aged 16 and over is not permitted unless they have an Appointment and are accompanied by an Adult. Skin Perfection Aesthetic Clinic has the right to refuse treatment/service.

Children under the age 18 are required to obtain Parental/Guardian Consent if Skin Perfection Aesthetic Clinic is insured to treat. The Responsible Adult must attend the first appointment.

Skin Perfection Aesthetic Clinic is not a safe and suitable environment for Children. Clients must make childcare arrangements prior to visiting, as Children are not permitted in the Clinic. Clients who arrive with Children for a Treatment will be required to reschedule as there are no exceptions. If this happens the Client will be liable for the full Treatment Price and forfeit a minimum of their Deposit paid.

If a Client arrives at Skin Perfection Aesthetic Clinic to purchase a Product or Treatment or to make an enquiry, Children will be allowed in the Reception area only.

## **TREATMENT REFUND POLICY**

In the interest of protecting the Business, we operate a 'no Treatment Refund Policy'. To ensure you receive the most favourable outcome, we perform thorough Consultations that require your participation and honest feedback. All Treatment Sales are final.

Should your outcome not match your expectations, please contact the Clinic Manager.

No Refunds on unwanted Treatments or gift vouchers.

If, for any Medical Reason, you are advised to discontinue with your course of Treatments or Treatment, please obtain a medical report from your doctor. Sessions that have not already been redeemed will be Refunded proportionally, sessions that have been redeemed will not be Refunded.

We do not offer Compensation if we cancel your Appointment.

## **CONSULTATION POLICY**

Consultations are free of charge and are mandatory before all Treatments. A Deposit of £25 is required to secure the appointment. £25 will then be charged on/before arrival. £25 will be redeemable against a Treatment.

All Clients will be required to complete a Client Registration Form which includes Medical History at their first Appointment, this is necessary to inform the Therapist and Treatment planning process. Please be aware that you if you have not attended the Clinic for more than six months you may be required to complete a new Form. Patch tests are always required where there are gaps of more than three months.

### **TREATMENT PACKAGE POLICY**

We offer a full Refund on any Treatment Packages/Courses that have not commenced, within 7 days of purchase.

No Refund can be given on Treatment Courses that have commenced.

Any adverse reaction must be reported within 48 hours of a Client's Appointment.

If a Client would like to change their Treatment Course, we reserve the right to use discretion to transfer outstanding balance from untaken Treatments to other Treatment Services only. Clients may be required to pay extra.

No Refunds are offered for any Treatments that form part of a Promotional Offer.

Treatment Packages/Courses are valid for a year, unless otherwise stated by your individualised plan.

### **SERVICE AND PRODUCT GUARANTEE POLICY**

Skin Perfection Aesthetic Clinic endeavour to provide the optimum service and scientifically tested products and equipment. However, the Clinic cannot guarantee a Client's results, and will not offer Refunds where results of the Treatment/Service provided do not meet the expectation of the Client.

Skin Perfection Aesthetic Clinic will regularly review during all Treatment Packages/Courses.

### **OFFER POLICY**

Skin Perfection Aesthetic Clinic reserve the right to withdraw offers and promotions at any time. All offers and promotions are subject to a full Consultation and Client suitability. All offers and promotions are subject to availability.

Skin Perfection Aesthetic Clinic may occasionally have offers and promotions. These are not valid in conjunction with any other offer/promotion.

If using an offer, voucher and/or promotion codes, these must be provided at the time of booking the Appointment.

Clients must use the offer and promotion within the designated period.

Any offers and promotions posted on/by mediums such as email, letters, flyers, and social media are valid from the date on the respective medium. Offers and

Promotions cannot be applied to existing Bookings. Therefore, Booking made before the receipt of said medium cannot be reduced in price.

When using an offer or promotion, Clients must make payment in full before or at the time of Booking the first Treatment, before the offer and promotion expires

Clients are required to make full payment on Treatment Courses during and on the day of the promotional event.

Clients will be permitted 5 days cooling off period, starting from the day of purchase. No Refunds will be given on/if any Treatments from the offer have commenced, even within the cooling off period. Substitutions may be offered at the discretion of management.

## **PHOTOGRAPH POLICY**

Skin Perfection Aesthetic Clinic are required by their insurance company to take before and after photographs of their Clients.

All Clients will be required to have photographs taken before and after a Treatment.

All Clinical photography form part of a Client's confidential Clinical case records. All images will be stored securely; we work in compliance with the General Data Protection Regulations (GDPR). All images remain copyright of Skin Perfection Aesthetic Clinic and will be treated with respect.

## **MODEL PHOTOGRAPHY POLICY**

Clinical photography plays a role in promoting the Treatments and Treatment results of Skin Perfection Aesthetic Clinic. Please inform us if you would be interested in participating.

## **DUTY TO INFORM POLICY**

At Skin Perfection Aesthetic Clinic, the Client's full disclosure during all pre-service Consultations is mandatory. Skin Perfection Aesthetic Clinic will not assume responsibility for any adverse reactions suffered when a Client has failed to inform us of Contraindicating Conditions.

At Skin Perfection Aesthetic Clinic, the Client's full disclosure during all Treatments is mandatory. Skin Perfection Aesthetic Clinic will not assume responsibility for any adverse reactions suffered when a Client has failed to communicate to us of any uncomfortable sensations.

## **RIGHT TO REFUSE AND CANCEL SERVICE POLICY**

For our Client safety, comfort and satisfaction, Skin Perfection Aesthetic Clinic reserves the right to refuse Treatment/service to anyone at any time.

The Therapists at Skin Perfection Aesthetic Clinic reserve the right to refuse Treatment/services at their discretion and dismiss disruptive or abusive Clients when necessary.

## **ETHICAL SALES POLICY**

Skin Perfection Aesthetic Clinic concept of selling is the basic principle, ensuring the sovereignty of all consumers in the marketplace and the necessity for mutual benefit to both buyer and seller in all transactions.

We endeavour to maintain the highest standards of ethical and professional conduct in all our business relationships.

We aim to protect, support, and promote the principles of consumer choice and competition.

We will not knowingly participate in actions, agreements, or marketing policies or practices which may be detrimental to stakeholder and the wider society.

We believe prices should reflect true value in the use of the product or treatment to the customer, including the pricing of products and services.

We acknowledge that providing the best economic and social product value consistent with cost also includes: (a) recognizing the customer's right to expect safe products with clear instructions for their proper use and maintenance; (b) providing easily accessible channels for customer complaints; (c) investigating any customer dissatisfaction objectively and taking prompt and appropriate remedial action; (d) recognizing and supporting proven public policy objectives such as conserving energy and protecting the environment.

We endeavour to assure that all marketing research, advertising, and presentations of products, services, or concepts are carried out clearly, truthfully, and in good taste so as not to mislead or offend customers.

We endeavour to assure that all these activities are conducted in accordance with the highest standards of each profession and generally accepted principles of fair competition.

## **TREATMENT UPKEEP POLICY**

Clients are obliged to adhere to a maintenance schedule that has been directed by the Skin Perfection Aesthetic Clinic Therapist. They must also use Products as directed by the Skin Perfection Aesthetic Clinic Therapists where advised.

## **SCOPE OF PRACTICE NOTICE**

At Skin Perfection Aesthetic Clinic, a Therapist will be prohibited from providing a service if they do not have the specified training and cover from insurance.

Should a Therapist of Skin Perfection Aesthetic Clinic determine that a Client is ineligible for a service as it is outside the scope of Skin Perfection Aesthetic Clinic, we may recommend the Client to an appropriate professional. When the Client's issue has been resolved, they are more than welcome to return.

All Therapists at Skin Perfection Aesthetic Clinic are specialists in their field. Clients will be given the first available Therapist when booking in for their treatment.

## **LIABILITY POLICY**

Skin Perfection Aesthetic Clinic will not be liable in contract, tort 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 they provide us with all relevant medical details prior to each service. We 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, Skin Perfection Aesthetic Clinic regarding the aftercare of a Treated Area.

## **COMPLAINTS POLICY**

Skin Perfection Aesthetic Clinic values Client and wants to ensure that Clients always receive the best service and service outcome possible, but there may be times when a Client will feel that this has not happened. A Client is entitled to lodge an initial complaint, either verbally, by telephone or in writing. If you require assistance with making your complaint, we will be pleased to help.

Skin Perfection Aesthetic Clinic require all complaints to then be put in writing either by email or post, addressed to the Clinic Manager. The Client will receive a response within 14 days of the date of receipt of the complaint. This is to allow an investigation into the matter. Skin Perfection Aesthetic Clinic will endeavour to resolve any complaints efficiently and effectively. Our objective is to provide an explanation or a solution to the Client's complaint.

Depending on the nature of the complaint, during the course of the investigation, Skin Perfection Aesthetic Clinic may require the Client to attend an additional Consultation meeting with the Therapist involved in their service treatment. If the Client is not satisfied with this initial attempt at resolution or has any objections to being seen by the Therapist, the Clinic's Manager will review the case.

The Client should be aware of our No Refunds Policy on Treatments and Products.

Our objective is to provide an explanation or a solution to the Client's complaint.

This is a summary of the complaint's procedure. A full version is available upon request.

Clients agree to contact the Clinic before submitting negative reviews on any digital platforms, so that any concerns can be addressed by the Clinic.

## **PEOPLE WITH DISABILITY POLICY**

Skin Perfection Aesthetic Clinic we have tried our best to accommodate everyone. We have limited disability access and are unable to offer fully accessible disability toilet facilities. We recommend and advise the Client to call ahead and discuss their needs.

## **DATA PROTECTION AND RETENTION POLICY**

Skin Perfection Aesthetic Clinic is committed to being transparent about how it collects, uses and stores your personal information. We are required under the Data Protection Legislation to notify you.

Clients should be aware that all information provided and taken will be treated as confidential, private and protected in accordance with Data Protection Regulation.

Client information will not be shared with third parties without their written permission.

Clients who have chosen to be on our mailing list can unsubscribe from the list at any time.

## **SOCIAL MEDIA POLICY**

In the interest of protecting the Business from allegations and slander, all Clients agree to communicate with the Clinic before leaving any negative reviews on Social Media platforms. Allowing the Clinic to investigate and resolve the issue.