

TERMS AND CONDITIONS & LEGAL STATEMENT

Set out below are the terms on which Rejuven8 provides service to its clients. Please ensure that you have read and fully understood them prior to booking any Rejuven8 treatment.

1. Appointments and cancellations

- All Doctors, Nurses and Therapists at Rejuven8 are trained and approved in accordance with the company's treatment protocols and therefore Rejuven8 does not guarantee continued treatment with a named nurse or therapist.
- If you are unable to attend your appointment We will need to know that you wish to cancel 48 hours before your appointment is due. Failure to cancel or rearrange before 48 hours will result in your deposit being redeemed.
- Please arrive for your appointment at least 15 minutes in advance so that the necessary paperwork can be completed. Late arrival may result in reduced treatment time or forfeiting of the appointment. Rejuven8 will endeavour to ensure that your appointment runs to time; however, should we need to cancel or postpone your appointment at short notice, we will make every effort to contact you in advance.
- Prior to your appointment we will inform you of any preparation required in advance of your treatment. Failure to follow the guide lines may result in cancellation of your appointment, reduced treatment time, or additional fees being charged.
- Any client who requires 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 will result in the treatment being cancelled and loss of deposit. No children under the age of 18 years must be left unattended within the clinic at any time.
- We apologise in advance if we have to cancel your appointment due to breakdown of any equipment, we are a fully insured clinic and endeavour to have the equipment fully working as soon as we can. We will not be liable for any economic loss without limitations
- Covid 19. We reserve the right to cancel or postpone any consultation or treatments, if you present with what appears to be COVID 19 symptoms.
- The clinic will operate a controlled entry system to manage the number of people entering our clinic. If the clinic reaches it maximum capacity you may be asked to wait in your car.
- All face treatments we ask you to please remove all makeup prior to treatment.
- You will be asked to wear a mask before entering the clinic.

2. Credit card details, deposits and payments

- To secure an appointment with Rejuven8 a deposit is required.
- For an consultation appointment with an Aesthetician , a deposit of £25 will be charged to your credit or debit card at the time of booking, in order to secure the appointment. This is only redeemable against products and treatments booked on the day.
- For an Consultation appointment with a nurse : a deposit of £25 will be charged to your credit or debit card at the time of booking, in order to secure the appointment. This can ONLY be redeemed against products and treatments booked on the same day.
- For any subsequent individual treatments a deposit of £25 will be charged at the time of booking. Deposits can be used towards payment for treatment or left on your account for future treatments. Prices may vary by clinic. Please refer to the price list on the website for the clinic or contact your clinic for their price list.
- Deposits can be used towards payment for treatment or left on your account for future treatments. Should deposits remain unclaimed by the client following twelve months of inactivity Rejuven8 Skin Clinic reserves the right to withhold the deposit.
- A £50.00 non refundable deposit will be taken for Fillers, Botulinum Toxin (Botox) and PRP to order products.
- Prices may vary. Please refer to pricelist on the website

3. Courses of treatments

- All treatments purchased as a course must be paid for in full in advance of the first treatment. All treatment courses must be taken within expiry date stated in the consent any treatments left untaken will be forfeited.
- Value packs are only refundable for medical reasons. Any refund agreed is calculated by deducting the full list price of all treatments already taken, plus any charged for non-attendance, from the total price of the course of treatment, with the difference returned to you.
- Refunds are only returned via card payment even if the client has paid by cash.

4. Treatment suitability

- We will always assess whether treatment is suitable for you, or likely to be successful, prior to any treatment being carried out. If not, we will inform you as to the reasons why. You will only be liable for the cost of the initial consultation, where applicable.
- It is the clients responsibility to ensure that he/she has provided Rejuven8 Skin Clinic with all medical details prior to each treatment. Withholding information may result in cancelling all appointments. Rejuven8 Skin clinic will not be liable for any damage that occurs as a result of the clients failure to disclose such details.
- The client agrees to comply with all instructions and recommendations given to the, by or behalf of Rejuven8 Skin Clinic.

5. Liability

- Rejuven8 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 he or she provide Rejuven8 with all relevant medical details prior to each treatment. Rejuven8 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, Rejuven8 regarding the care of a treated area. Nothing in these terms of business shall exclude or limit Rejuven8 liability for death or any personal injury resulting from Rejuven8 negligence.
- Rejuven8 will have full rights to cancel and discontinue treatments if there is a breakdown of trust and communication with patients and clients with their past medical history, all treatments are documented,
- The material displayed on our site is provided without any guarantees, conditions or warranties as to its accuracy. To the extent permitted by law, we, other members of our group of companies and third parties connected to us hereby expressly exclude:
 - All conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity.
 - Any liability for any direct, indirect or consequential loss or damage incurred by any user in connection with our site or in connection with the use, inability to use, or results of the use of our site, any websites linked to it and any materials posted on it, including:
 - loss of income or revenue;
 - loss of business;
 - loss of profits or contracts;
 - loss of anticipated savings;
 - loss of data;
 - loss of goodwill;
 - wasted management or office time; andwhether caused by tort (including negligence), breach of contract or otherwise, even if foreseeable, provided that this condition shall not prevent claims for loss of or damage to your tangible property or any other claims for direct financial loss that are not excluded by any of the categories set out above.

This does not affect our liability for death or personal injury arising from our negligence, nor our liability for fraudulent misrepresentation or misrepresentation as to a fundamental matter, nor any other liability which cannot be excluded or limited under applicable law.

Viruses, hacking and other offences

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server,

computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack.

By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our site or to your downloading of any material posted on it, or on any website linked to it.

- **Accessing our site**

Access to our site is permitted on a temporary basis, and we reserve the right to withdraw or amend the service we provide on our site without notice (see below). We will not be liable if for any reason our site is unavailable at any time or for any period.

From time to time, we may restrict access to some parts of our site, or our entire site, to users who have registered with us.

If you choose, or you are provided with, a user identification code, password or any other piece of information as part of our security procedures, you must treat such information as confidential, and you must not disclose it to any third party. We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our opinion you

Intellectual property rights

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You may print off one copy, and may download extracts, of any page(s) from our site for your personal reference and you may draw the attention of others within your organisation to material posted on our site.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

If you print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

Jurisdiction and applicable law

The English courts will have exclusive jurisdiction over any claim arising from, or related to, a visit to our site.

These terms of use and any dispute or claim arising out of or in connection with them or their

subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

Trade marks

“Rejuven8 Skin Clinic Logo” and “Rejuven8 Skin Clinic Name” logo are UK UNREGISTERED trade marks of Rejuven8 skin Clinic.

Variations

We may revise these terms of use at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we made, as they are binding on you. Some of the provisions contained in these terms of use may also be superseded by provisions or notices published elsewhere on our site.

Your concerns

If you have any concerns about material which appears on our site, please contact Enquiries@rejuven8skinclinic.co.uk

6. Your right to complain

- Rejuven8 endeavours to treat all its clients appropriately, compassionately and fairly. If, however, you have an issue with any matter in relation to your treatment at Rejuven8, you are entitled to lodge a complaint, either verbally, by telephone or in writing. If you require assistance with making your complaint, Rejuven8 will be pleased to help.
- The member of staff who initially receives the complaint will convey the details to the Clinic Manager or their designated deputy, and you will receive a letter within two days of lodging the complaint that an investigation into the matter is under way. Please be aware this does not include weekends and bank holidays.
- During the course of the investigation, Rejuven8 may require you to attend an additional consultation with the practitioner involved in your treatment, if this is deemed appropriate. If you are not satisfied with this initial attempt at resolution, or have any objection to being seen by this practitioner, the clinic's Medical Director will review your case.

7. £20 off treatment voucher /Referral

- Applicable to new and existing clients
- Voucher is non transferrable and cannot be exchanged for money.
- Valid for 12 months
- Can only be used on treatments

8. 20% discount for NHS, Fire Service and Police employees

- 20% discount applicable to a single treatment or 10% Off course of treatments.

- Minimum spend £50.
- Not to be used in conjunction with any other offer or promotion.
- Proof of employment required i.e. valid employment card/recent pay slip and valid photo identification if not on employment card.
- Validation required when treatment purchased.
- Offer available to new and existing clients.
- Can not be used against consultations.

9. 10% discount for students

- Not to be used in conjunction with any other offer or promotion.
- Discount applicable to treatment courses only.
- Discount applicable to treatments only.
- Minimum spend £50.
- Discount can be used on any practitioner led treatments including skin peels, Hydrafacial, Hifu, Velashape, microdermabrasion, acne treatments, laser hair removal, electrolysis, microneedling, laser carbon peel, laser genesis.
- Offer is subject to full consultation and patient suitability for treatment.
- Valid NUS card to be shown when purchasing treatment.
- Rejuven8 reserves the right to withdraw this offer at any time.