

# TERMS AND CONDITIONS

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.
- 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.
- All pre paid treatment packages will be extended by the period of time impacted.

## **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,

## **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% discount for NHS, Fire Service and Police employees**

- 10% discount applicable to a single treatment or 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.

#### **8. 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, tattoo removal, microdermabrasion, acne treatments, laser hair removal, electrolysis.
- 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.