

Terms & Conditions of Business

Caroline Hill Aesthetic Skin Clinic Limited trading as Hill Medical Skin & Health Clinic

For Aesthetic & Skin SERVICES with a Nurse or Aesthetician

Set out below are the business terms in which Hill Medical Skin & Health Clinic provides a service to its clients. Please ensure that you have taken time to read and fully understand our TERMS AND CONDITIONS prior to booking an appointment at Hill Medical Skin & Health Clinic. Please contact us if you require further clarification.

By booking an appointment with Hill Medical Skin & Health Clinic, you are agreeing to the TERMS AND CONDITIONS outlined below.

1. These Terms and Conditions

1.1 What these terms cover

The TERMS AND CONDITIONS of business are set out below for aesthetic and skin SERVICES with a Nurse or Aesthetician at Caroline Hill Aesthetic Skin Clinic Limited trading as Hill Medical Skin & Health Clinic. Please take time to read this document carefully before booking an appointment. Please be aware that the TERMS AND CONDITIONS of business form a CONTRACT between yourself (the client) and Caroline Hill Aesthetic Skin Clinic Limited trading as Hill Medical Skin & Health Clinic.

1.2 How you can access these TERMS AND CONDITIONS

A copy of this document can be found on our WEBSITE. Alternatively, this can be sent to you by email or post upon request and is also available in large print. If you require this document in another language, please contact the clinic so we can arrange the appropriate translation.

1.3 Why you should read them

Please read these TERMS AND CONDITIONS carefully before you book any appointment. These terms tell you who we are, how we will provide SERVICES to you, and how we may change or end this agreement, what to do if there is a problem and other important information.

1.4 Terminology

“TERMS AND CONDITIONS” – This document that governs the contractual relationship between the provider (us) and its user (you).

“CONTRACT” The CONTRACT is made up of the TERMS AND CONDITIONS, the medical questionnaire and consent form(s).

“DEPOSIT” – The payment made to us by you to secure an appointment.

“THIRD PARTY” – Any separate entity referred to in this CONTRACT. This includes our SYSTEM PROVIDER and pharmaceutical supplier.

“SERVICE(S)” – The provision of private advice relating to non-surgical aesthetic and skin SERVICES as listed on our current price lists, including (but not limited to) the INITIAL CONSULTATION, any follow up consultations, subsequent treatment and review.

“WRITING” includes emails. When we use the words “WRITING” or “Written” in these terms, this includes handwritten letters, emails, and text messages.

“INITIAL CONSULTATION” refers to the first appointment of your treatment in clinic.

“COURSE(S)” – Multiple treatments purchased as a package with a set discount applied. The recommended number of treatments for the most successful outcome, usually 3 or 6.

“SYSTEM PROVIDER” – Our clinical record system.

“YOU” or “YOUR” means the client.

“WE” “US” or “OUR” means Caroline Hill Aesthetic Skin Clinic Limited trading as Hill Medical Skin & Health Clinic.

“WEBSITE” – Our business WEBSITE; www.hillmedical.co.uk

2. Information about us and our contact information

2.1 Who we are

We are Caroline Hill Aesthetic Skin Clinic Limited trading as ‘Hill Medical Skin & Health Clinic’ and ‘The

Sheffield Menopause Clinic', a company registered in England and Wales. Our company registration number is 10475297.

Our registered office is: Lindrick Accountancy Services Ltd, 205 Outgang Lane, Dinnington, Sheffield, S25 3QY

Our premises address is: 119 Ecclesall Road South, Sheffield, S11 9PJ.

2.2 How to contact us

You can contact us by telephoning 0114 235 1193 or by WRITING to us at info@hillmedical.co.uk or the postal address which is our premises address in 2.1.

2.3 How we may contact you

If we need to contact you, we will do so by telephone or by WRITING to you at the email address or postal address you provided to us on booking or by text message to a mobile phone number provided to us on booking.

3. Our CONTRACT with you

3.1 When the CONTRACT commences

A CONTRACT will come into existence between you and us when, upon your request for a specific treatment offered by us, an INITIAL CONSULTATION appointment detailing date and time ("INITIAL CONSULTATION") is provided to you by us. Your request and our provision of THE INITIAL CONSULTATION may be provided verbally (in person or by telephone) or in WRITING.

3.2 DEPOSITS required

You will be required to provide a DEPOSIT with your request for a specific treatment in order to secure the INITIAL CONSULTATION and booking any further appointment. The DEPOSIT will usually be the sum of £25 or £50 but, depending on the costs of the treatment, we reserve the right to request a higher sum. The exact amount of DEPOSIT payable will be confirmed at the time of booking. **Please see section 14 for further information on DEPOSIT payments.**

3.3 Additional DEPOSIT requirements

In the situation where you fail to attend the INITIAL CONSULTATION, a further consultation date may be requested by you. However, it is at our sole discretion whether a further consultation appointment is provided and, unless 48 hours' notice is given, you will be required to pay a further DEPOSIT to secure that appointment. The level of the further DEPOSIT will be at our sole discretion. Please refer to section 14 for further information on when we retain your DEPOSIT.

4. Providing our SERVICES

4.1 When we will provide the SERVICES

We will supply the SERVICES to you at the INITIAL CONSULTATION and any subsequent appointments. This may be a single treatment or a COURSE of treatments. All treatments and COURSES are as detailed in our information leaflets and on our WEBSITE.

4.2 Your Personal Data

Your personal data (i.e. Name, date of birth, address, contact number(s), email address and preferences) will be stored on our patient management system. We reserve the right to refuse treatment to clients who do not provide their full details as requested.

By providing your contact number and email address, you are automatically opted-in to SMS and email confirmations/appointment reminders. Please inform a member of staff if you wish to opt-out of these. Marketing emails or SMS messages will not be sent unless you have given us your consent to do so. Please ensure you make us aware if any of your details have changed since your last visit. Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in accordance with our Privacy Policy, which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have any query or complaint about the use of your personal information. Please refer to section 17 of this document on our

Privacy Policy. How we may use your personal information

We will use the personal information you provide to us to:

- (a) Provide the SERVICES.
- (b) Process your payment for such SERVICES.
- (c) If agreed, to inform you about the SERVICES we provide but you may stop receiving these communications at any time by contacting us.

We will only give your personal information to third parties where the law either requires or allows us to do so.

4.3 What will happen if you do not provide required information to us

It is your responsibility to ensure that we are provided with all relevant health information prior to each treatment. Additionally, we may need other information from you so that we can provide the SERVICES to you, this will depend on the treatment to be undertaken. We will contact you to ask for this information. If you do not, within a reasonable time frame of us asking for it, provide us with this information, or you provide us with incomplete or incorrect information, we may end the CONTRACT. We will not be responsible for providing the SERVICES late or not providing any part of them if this is caused by you not giving us the information, we need within a reasonable time frame of us asking for it.

4.4 If you are unfit for, unsuitable for, unlikely to have a successful treatment

If we deem that you are medically unfit and/or you are unsuitable for your chosen treatment and/or your chosen treatment is unlikely to be successful, we will inform you of the facts and reasons why we have reached this conclusion. It is your responsibility to ensure that you have provided any relevant medical history and medication details prior to each treatment. We cannot treat any persons under the age of 18. Please see sections 10 and 14 regarding your consultation costs/DEPOSITS.

4.5 No Guarantee

We will provide the SERVICES with reasonable care and skill, but no clinical procedure is entirely risk free and the results of any particular treatment cannot be guaranteed. All risk factors will be clearly discussed at the time of your consultation and provided on the relevant aftercare document.

4.6 Photo ID

Photo ID may be requested, and a copy may be obtained at your first visit to the clinic, and prior to any treatment. We may ask for photo ID to verify that you are aged 18 or over.

4.7 Before & after images

Images must be taken before and after any treatment is carried out. This is so we can assess and monitor the effectiveness and success of any treatment. We reserve the right to refuse treatment if you do not wish to be photographed. Images will be stored on each client's personal profile within our secure patient management system, in line with our Privacy Policy. Before and after images are occasionally used for marketing purposes, but only if you have provided specific written consent for us to do so.

5. Attendance at the Clinic and pre-treatment preparation

5.1 If you are a new client to the clinic, you will be required to complete paperwork before your appointment begins. Please ensure you arrive 5-10 minutes before your appointment time. Consent is required before each treatment, and the relevant form will be provided to you by your practitioner at the time of your appointment.

5.2 Lateness

If you are running late to your appointment, we ask that you notify the clinic by telephone only. For certain appointments, it is essential that we have the appropriate amount of time to ensure you are aware of contraindications of treatment and have time to read and fully understand consent forms and have a chance to ask questions. For this reason, we cannot shorten or rush through any appointments so it may be necessary to reschedule your appointment.

5.3 Attendance for review appointments

Review appointments are booked for 15 minutes only unless requested otherwise. Late arrival for review appointments may mean that it is necessary for us to rebook your appointment, or you may have to wait until other clients have been seen and a slot becomes available, although we give no such guarantees and priority will be given to punctual clients with scheduled appointments.

If you no longer wish to attend your review appointment, please let the clinic know more than 48 hours before your appointment time, so that the appointment can be offered to another client.

A two-to-four-week review appointment will always be offered free of charge following an anti-wrinkle or dermal filler treatment. After this time frame, you will be seen at the discretion of the clinic and further charges may apply.

5.4 Failure to attend Nurse-led appointments

Failure to attend 3 appointments with a nurse (including free of charge reviews) will result in a £25 DEPOSIT being requested for every future booking. This can be kept on your account as a rolling DEPOSIT for future appointments, or deducted from any treatment/products when you next attend clinic. We will retain the DEPOSIT if you fail to attend and have not notified us with a minimum of 48 hours notice before your appointment.

5.5 Preparation prior to treatment

We will inform you of any specific preparations you will need to carry out before your treatment. Failure to make such preparations may result in your treatment being delayed, time-reduced or incurring additional costs. Where continued non-compliance occurs, we reserve our right to end this CONTRACT and hence treatment, without prior notice. (Preparation may include shaving or ensuring there is no tan or fake tan in the skin prior to laser treatments or laser hair removal).

6. Rights to suspend or make changes

6.1 Your rights to make changes

If you wish to make a change to the SERVICES or the date or time of the INITIAL CONSULTATION, please contact us by email or telephone. We will let you know if the change is possible. If it is possible, we will let you know about any changes to the price of the SERVICES, their timing or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

6.2 Our rights to suspend or make changes

a) Temporary suspension and minor changes to the SERVICES

We may have to suspend or change the SERVICES:

- i) due to circumstances beyond our control and/or
- ii) to reflect changes in relevant laws and regulatory requirements and/or
- iii) to implement minor technical adjustments and improvements

These changes will not affect your use of the SERVICES and we will make every attempt to contact you to inform you of the cancellation and to re-arrange your appointment. We do not offer compensation in these circumstances unless at our discretion.

b) Long term/permanent suspension or significant changes to the SERVICES

In addition, we may have to suspend long term or permanently, or make more significant changes to the SERVICES, for example to change the prices for our SERVICES, but if we do so we will notify you and, should you wish, you may then contact us to end the CONTRACT and receive a full refund of any pre-paid treatments not provided at the suspension date.

c) We may also suspend the SERVICES if you do not pay

If you do not pay us for the SERVICES when you are supposed to (see section 10), we may suspend supply of the SERVICES until you do pay us.

7. Your rights to end the CONTRACT

7.1 You can always end the CONTRACT before the SERVICES have been supplied and paid for. You may contact us at any time to end the CONTRACT for the service, but in some circumstances, we may charge you certain sums for doing so as described below.

7.2 What happens if you have good reason for ending the CONTRACT

If you are ending the CONTRACT for a relevant reason set out at 7.2 (a) to (f), the CONTRACT will end immediately, and we will refund you in full for any SERVICES which have not been provided or have not been properly provided. The relevant reasons are:

- (a) You inform us in WRITING or by telephone at least 48 hours before the INITIAL CONSULTATION that you wish to change the date and/or time of the INITIAL CONSULTATION or any follow up appointment date(s)
- (b) We have told you about an upcoming change to the SERVICES or terms which you do not agree to (see clause 6.2 (b))
- (c) We have told you about an error in the price or description of the SERVICES you have ordered, and you do not wish to proceed.
- (d) There is a risk the SERVICES may be significantly delayed because of events outside of our control.
- (e) We suspend the SERVICES for technical reasons or notify you that we are going to suspend them for technical reasons, in each case for a period of time more than 14 days.
- (f) You have a legal right to end the CONTRACT because of something we have done wrong.

7.3 What happens if you end the CONTRACT without good reason

If you are not ending the CONTRACT for one of the reasons set out in clause 7.2, the CONTRACT will end immediately. In addition:

- (a) If less than 48 hours' notice is given under clause 7.2(a) or any subsequent bookings are not attended, we will retain your DEPOSIT and any further bookings and/or continued treatments will be at our sole discretion and will require the payment of a further DEPOSIT, the level of which is at our sole discretion.
- (b) Where your treatment is a COURSE, if less than 48 hours' notice is given for cancellation of any treatments in the COURSE, we will deduct 50% of the cost of one treatment in the COURSE, from your pre-paid payment for each appointment cancelled. Treatments that have been redeemed in the COURSE will be charged at full price and not at the discounted COURSE price, and the remaining balance will be refunded. Please refer to section 15.4.

8. Our rights to end the CONTRACT

8.1 Medically unfit

We may end the CONTRACT at any time if we deem you medically unfit to undergo the treatment requested.

8.2 If you break the CONTRACT

We may end the CONTRACT if you break it. We may end the CONTRACT at any time by WRITING to you if:

- a) You do not make payment to us when it is due.
- b) You repeatedly miss appointments.
- c) You do not, within a reasonable timeframe of us asking for it provide us with information under clause 4.3 which is necessary for us to provide the SERVICES.
- d) Refunds for pre-paid treatments or a COURSE of treatment will be made in accordance with clause 15.4 for any treatments that have not been taken.

9. If there is a problem with the service & your right to complain

You are encouraged to provide suggestions, compliments, concerns and complaints and we offer a range of ways to do this. All complaints are treated with respect, sensitivity, and confidentiality. All complaints are handled without prejudice or assumptions about how minor or serious they are. You can make complaints on a confidential basis or anonymously if you wish and be assured that your identity will be protected. You will not be discriminated against or suffer any unjust adverse consequences as a result of making a complaint about standards of care or service.

9.1 How to tell us about problems

If you have any questions or complaints about the SERVICES, please contact us using the details outlined in clause 2.2. Please feel welcome to request a hard copy of our complaints policy, which is also available

by email or on our WEBSITE. We aim to provide you with a full written response within 28 working days. Where this is not possible, we will provide you with a transparent explanation as to the cause of the delay.

9.2 If for any reason you remain unhappy about the way your complaint has been handled or the final outcome, we will advise you to pursue the matter further with an independent organisation. You can do this by contacting the following:

a) ISCAS

You may wish to contact the Independent Sector Adjudication Service (ISCAS) who provide independent adjudication of patient complaints for the private healthcare sector:

<http://iscas.cedr.com/patients/complaints-process>

10. Price and payment

10.1 Where to find the price for the SERVICES

The price of the SERVICES will be the price set out in our price list in force at the date you book your INITIAL CONSULTATION, unless we have agreed another price in WRITING. Where a client has been given a quote that is not subject to promotional discounts, this price will be honoured for up to 6 weeks. We take all reasonable care to ensure that the prices of SERVICES advised to you are correct.

Consultation and treatment prices may vary by practitioner.

10.2 Payment methods

We accept payment with most major credit/debit cards, cash, bank transfers, pre-paid account credit and official gift vouchers issued by a member of management. We are, however, unable to accept payment via cheques or American Express cards.

We do not offer finance or payment plans to spread the costs of treatments.

10.3 When you must pay

A COURSE of treatment must be paid for in full on the day of the first treatment or before. Single treatments must be paid for immediately after the end of the treatment. We reserve the right to ask for payment prior to carrying out the first treatment if we feel necessary. All products must be paid for before dispatch or collection.

10.4 Late Payments

We can charge interest if you pay late. If you do not make any payment to in accordance with clause 10.2 we reserve all our rights to take action against you, including the right to pass the matter to a debt collection agency, and we will charge interest to you on the overdue amount at the rate of 3% a year above the base lending rate of the Bank of England from time to time. This interest shall accrue on a daily basis from the due date, until the date of actual payment of the overdue amount, whether before or after judgement. You must pay us interest together with any overdue amount.

10.5 COURSES

A COURSE of treatment is when multiple treatments are purchased as a package in advance of the treatments being carried out, making the individual treatment cost discounted. COURSES of treatment must be paid as per section 10.3.

11. Our responsibility for loss or damage suffered by you

11.1 We are responsible to you for foreseeable loss and damage caused by us

If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this CONTRACT or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if at the time the CONTRACT was made, both we and you knew it might happen, for example, if you discussed it with us during the consultation and consent process. However, for avoidance of doubt, we are not liable for any economic loss or for any other special, indirect, or consequential loss or damage arising out of, or in connection with, its provision of the SERVICES to you including damage as a result of your failure to provide us with any information required under clause 4.3.

11.2 Limitation of our Liability

We are not legally responsible for any losses that are not foreseeable to you and use when the CONTRACT was formed. Except for any legal responsibility governed by law (eg. death or personal injury), or laws relating to the protection of your personal information, we are not liable for the following:

- (a) Loss, damage or distress arising from the use of THIRD PARTY SERVICES.
- (b) Loss, damage or distress arising from unauthorised use of, or damage to your data content caused by THIRD PARTY SERVICES.

11.3 Our total liability to you for any one event or series of related events (foreseeable loss, as per 11.2) shall not exceed the sum of 100% of the total amount paid by you for the SERVICES in the 12 months prior to the event.

12. Other important terms

12.1 Children

All visitors to our clinic under the age of 16 must be accompanied by a responsible adult at all times. A person receiving treatment is not deemed responsible in respect of this clause and children must never be left unaccompanied. Where possible, please avoid bringing children to your appointment without a responsible adult. If you do, we reserve the right to refuse entry to the clinic and request that your appointment is rescheduled. We reserve the right to charge for any appointment that is rescheduled for this reason. We will always do our best to find an appointment that works around your childcare/carer commitments.

12.2 Time limits

For laser hair removal treatments, where your recommended treatment(s) is in several parts or is part of a COURSE, all parts of that treatment or COURSE must be taken within 18 months of the INITIAL CONSULTATION. Any parts of your chosen treatment not taken within 18 months will be forfeited along with any pre-payments made.

For treatments, where your recommended treatment(s) is in several parts or is part of a COURSE, all parts of that treatment or COURSE must be taken within 12 months of the INITIAL CONSULTATION. Any parts of your chosen treatment not taken within 12 months will be forfeited along with any pre-payments made.

12.3 Nobody else has any rights under this CONTRACT

This CONTRACT is between you and us. No other person shall have any rights to enforce any of its terms.

12.4 If a court finds part of this CONTRACT illegal, the rest will continue in force

Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

12.5 Even if we delay in enforcing this CONTRACT, we can still enforce it later

If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of you breaking this CONTRACT, that will not mean that you do not have to do those things or prevent us taking steps against you at a later date.

12.6 Which laws apply to this CONTRACT and where you may bring legal proceedings

These terms are governed by English law, and you can bring legal proceedings in respect of the SERVICES in the English courts. If you live in Scotland, you can bring legal proceedings in respect of the SERVICES in either the Scottish or the English courts. If you live in Northern Ireland, you can bring legal proceedings in respect of the SERVICES in either the Northern Irish or the English courts.

12.7 Alternative dispute resolution

We will try to resolve any disputes with you quickly and efficiently. If you are unhappy with the SERVICES we have provided, or any other matter, please contact us as soon as possible using the details outlined in section 2. Our complaints policy can be accessed via our WEBSITE. The CONTRACT including these TERMS AND CONDITIONS are governed by English Law and are subject to the exclusive jurisdiction of the English courts.

12.8 Smoking

Our premises, including our car park and front of the premises, are smoke-free zones. Smoking is prohibited.

13. Appointment cancellations, cancellation charges & DEPOSITS

13.1 Our Cancellation and DNA policy

Our cancellation policy is in place to ensure that we can maximise our appointment availability for all our clients. This ensures that we can offer a cancelled appointment time to a client who needs it, with enough notice for them to be able to attend. For this reason, we require a minimum of 48 hours' notice to reschedule or cancel all appointment types.

13.2 DEPOSITS

- (a) **For all clients booking an appointment with a Nurse:** The clinic will request a fully refundable £25 DEPOSIT if you are a new client for all consultations and treatments with Nurses. This fee is to secure the appointment time and will either be used as credit towards your first treatment or refunded in full should you not wish to go ahead with treatment, or should you be deemed unsuitable for treatment.
- (b) **For all clients booking with an Aesthetician:** The clinic will request a fully refundable £25 DEPOSIT from all clients for all appointments with Aestheticians, for both consultations and treatments over 45 minutes in time. This fee is to secure the appointment time and will either be used as credit towards your consultation or treatment cost should there be a charge. The balance for the consultation or treatment must be paid at the end of the appointment. In the instance where you are deemed unsuitable for treatment, but the consultation has still been carried out, the DEPOSIT will be kept to cover the Aestheticians time. If it is established at the beginning of the consultation that you are unsuitable for treatment, any DEPOSITS will be refunded in full.
- (i) If you are a regular client, this DEPOSIT can be held on your account for future appointments as an alternative to being deducted from treatment and instead of a new DEPOSIT being paid each time. If you do not attend, or if you fail to cancel/reschedule your appointment with more than 48 hours notice, we will retain your DEPOSIT and a new DEPOSIT will be required in order to re book.
- (c) **Where no DEPOSIT has been taken**
In the instance where a booking has been created with no DEPOSIT and a cancellation has been made with less than 48 hours' notice, a £25 DEPOSIT will be required in order to book a new appointment. This DEPOSIT is then deducted from any treatment you may have, or refunded in full if a cancellation is made no less than 48 hours of the booking time.
- (i) If less than 48 hours' notice has been given for a cancellation, the DEPOSIT is nonrefundable or redeemable.
- (ii) If you wish to reschedule with less than 48 hours' notice, you will need to make payment for a new DEPOSIT, and the original DEPOSIT will be retained by us.

13.3 Transferring DEPOSITS

DEPOSITS that have been made to secure appointments can be transferred to a new appointment date once only or refunded in full in the event of a cancellation if a minimum of 48 hours before the appointment time has been given.

If a DEPOSIT is paid and the appointment is cancelled with more than 48 hours' notice, the DEPOSIT will stay on your account for 12 months only. If a new appointment is not booked within this time, a new DEPOSIT will be required upon booking.

13.4 DEPOSITS for laser appointments

In the instance where you wish to cancel or reschedule a laser appointment and less than 48 hours' notice has been given and a £50 consultation fee has been paid prior to the treatment appointment, £25 of the £50 consultation fee (that would usually be held as a payment for your aftercare products) will be kept, and a new £25 payment will be required to enable you to rebook. The new DEPOSIT will be used as payment for the aftercare products at the appointment, or deducted from treatment if aftercare products are not required.

13.5 Cancellation charges are applicable in the following circumstances:

- (a) Making contact within 48 hours of the scheduled appointment with a request to reschedule

- (b) Making contact within 48 hours of the scheduled appointment with a request to cancel
- (c) Failing to attend a scheduled appointment.

13.6 If a new or existing client has paid a DEPOSIT and section 13.5 applies

We will retain the DEPOSIT as a cancellation fee. A further DEPOSIT will be required before a new appointment can be booked.

13.7 If a new or existing client has paid in advance for a consultation or treatment and section 13.5 applies

We will retain the full advance payment as a cancellation fee. A DEPOSIT will be payable before a new appointment can be booked.

13.8 If the appointment in question is part of a COURSE of treatments and section 13.5 applies

We will take the cost of 50% of the cost of one treatment in the COURSE, from your pre-paid payment for each appointment cancelled or rescheduled within the 48-hour timeframe. Not attending scheduled treatments as part of a COURSE may impact the final result.

13.9 Appointments may be rescheduled or cancelled by the following methods:

- (a) Telephone – 0114 235 1193
- (b) Email – info@hillmedical.co.uk

13.10 Appointments CANNOT be rescheduled or cancelled by the following methods:

- (a) Letters posted to our registered office address, or our premises address as outlined in clause 2.1.
- (b) Any social media platform e.g., Facebook, Twitter, Instagram etc.
- (c) By text message

14. Refunds, returns & exchanges

14.1 Due to the nature of our business and the products we sell, all topical skincare products are non-returnable and non-refundable.

14.2 Faulty Products

If a product you have purchased is expired, damaged, rotten, or contaminated in any way at the time of purchase, please contact us immediately and we will arrange a replacement product for you at no further charge.

Products that are unopened and in their original packaging, can be exchanged for an alternative product within 30 days of purchased, but cannot be refunded or exchanged for vouchers or credit. If the alternative product is more than the value of the original product, payment will be required for the difference. If the alternative product is less than the value of the original product, the difference in value will be added to your account for future treatments or products.

14.3 Gift vouchers

Gift vouchers may be used against aesthetic or skin treatments or products only.

Vouchers must be presented prior to treatment. Any amount exceeding the value of the voucher must be paid by card or cash. No cash refunds are given for purchases less than the voucher value. Vouchers cannot be exchanged for cash. Expired or illegible vouchers will not be honoured and replacements will not be issued. Gift vouchers are valid for 12 months from the date of purchase. No extension of validity date will be permitted.

14.4 COURSES & pre-paid treatments

Any refund agreed by us for a pre-paid COURSE of treatment is calculated by deducting the full list price of all treatments already taken, plus any charges for nonattendance. The difference will be the refunded amount. No reduction in price is available where areas have been removed from a package or COURSE. Please refer to sections 7 & 8. Refunds will be made to your original payment method.

Refunds or partial refunds for COURSES will not be given if you have not stuck to the recommended timeframes between each treatment, which has therefore affected the success of treatment, or if you have not followed pre-treatment preparations or relevant aftercare advice.

15. Offers & promotions

15.1 Student discount

We do not currently offer student discounts.

15.2 Competitions/offers run on social media or internally

All competition entrants must be aged 18 or over and be a resident of the UK. All promotions will be governed by their relevant TERMS AND CONDITIONS and will be offered at our strict discretion. All special offers will state an expiry date. Treatments and discounts cannot be honoured beyond the date stated for that specific campaign.

If for any reason, an advertised prize is unavailable, we reserve the right at our absolute discretion to substitute a similar prize of equivalent or greater value. There will be no cash alternative to prizes offered and prizes are not transferrable.

15.3 Refer a friend scheme

If you are an existing client who has purchased a treatment/product or service, you are invited to earn credit to the value of £25 each, by inviting referees to purchase treatment, products, or SERVICES through our business. As a result, the referee will also receive a £25 deduction from their first purchase only. Your account will not be credited until the referee has received and paid for their first purchase in full. This scheme applies for each referee you introduce to the clinic and there is no limit.

We may suspend, terminate, or change the terms and requirements of the refer a friend scheme at any time and for any reason. A referral voucher that has already been earned with the refer a friend scheme before such change, suspension or termination will be honoured at our sole discretion.

By taking part in the refer a friend scheme, you acknowledge that we may request your full name from the referee in order to credit your account. We will not disclose the date, cost or appointment type to either party.

16. Privacy Policy

- 16.1** Our Privacy Policy is outlined in a separate document. This document can be found on our WEBSITE, or a digital/hard copy or a large print copy can be requested in clinic or by phone or email.

