

## TERMS & CONDITIONS

THESE TERMS ARE MADE BETWEEN HOPE MEDICAL COMPANY INCORPORATED IN ENGLAND AND WALES (COMPANY REGISTRATION: 10938512).

We reserve the right to alter our opening hours without prior notice.

### **Punctuality and Courtesy**

Arriving late may interfere with your treatment, all appointments will end at their scheduled time so that the next client will not be delayed, and a full charge will be applied. All times stated include preparation of room and client: i.e. 5 minutes at the beginning and end of treatment.

Please arrive 10 minutes prior to treatment if it is your first appointment at the salon. We require this time for you to complete a personal consultation card, this document is 100% confidential and is used for treatment purposes only.

### **COVID 19 – POLICY & PROCEDURES**

Before you come for your treatments at HOPE MEDICAL please ensure you watch any one of many COVID info videos on our policy and procedures, whilst with our building, non-compliance with these may result in your treatment being cancelled or refused, which would result in any monies paid non-refundable.

### **Appointments**

If a booked treatment is canceled without notice or changed on arrival, the full cost of the booked treatment must be paid. In the event that your therapist is not available to carry out your appointment, through circumstances beyond our control, we reserve the right to transfer the booking to an alternative therapist or stylist if available. In the unusual instance where we may need to cancel your booking, we will endeavor to contact you by telephone and/or email.

### **Cancellation Policy**

At HOPE MEDICAL we are delighted to say appointments are in very high demand and it is important to us that we aim to accommodate all our clients. To achieve this, we abide by a strict 48-hour cancellation policy for every appointment made.

Please give us more than 48 hours' notice if for any reason you need to cancel or reschedule your appointment allowing us to offer you a more convenient appointment time & to ensure you avoid a cancellation fee. Please do this by calling during opening hours on 0161 848 7146.

All treatments require a 50% non-refundable deposit on booking in order to secure your appointment. Failure to notify us within 48 hours will result in the loss of the appointment along with no refund of any monies paid.

No refunds will be given to cancelled or rescheduled bookings on any treatments subject to a special offer or price, such as Model, cancellation, any form of treatment promotion, key worker – Any of these and similar such treatments are non-refundable.

This cancellation fee will need to be paid before booking another appointment.

### **Booking a Course of Treatment Policy**

All treatments purchased, as a course of treatment, must be paid for in full at the time of purchase. Treatment courses & pre-paid treatments are non-refundable & non-transferable between clients.

Clients that may have health issues e.g. blood pressure, circulation problems, skin problems, have

recently undergone an operation, are on medication, are pregnant, had a cancer or have any other health worries, are advised to check with their GP before booking a treatment.

Before you arrive for your first treatment ensure you have returned your completed consent, medical questionnaire form to highlight with the therapist any health issues you may have, if these have not been returned before any given appointment, we have the right to cancel the appointment or reschedule which will incur additional costs.

For clients with serious illnesses, before we can proceed with any treatment, we ask you to provide a letter from your doctor to say that you are able to receive the specific treatment you want to have in the salon.

### **Allergy Testing**

If you have any allergies prior to your appointment, please inform us at the time of booking. Please note that clients booking tint treatments will be asked to attend for testing at least 48 hours before their first appointment, for a patch test

### **Gift Vouchers**

Gift Vouchers are non-refundable and are valid for 6 months from the purchase date and will not be accepted after the expiry date. Vouchers cannot be redeemed for cash, sold or transferred. Your gift voucher must be shown before the start of your treatment. You are not under obligation to use the full value of your vouchers during one session. Late cancellation and "failure to show" terms as laid out above also apply to gift vouchers. Gift Vouchers cannot be redeemed against aesthetic treatments.

### **Price Alteration**

We reserve the right to alter prices without prior notice.

### **Smoking**

Please note that it is illegal to smoke anywhere in or on the premises

### **Data Security**

Personal details taken from clients during consultation procedures will be kept safe and in the strictest confidence. We would, on occasion like to send you details of open evenings and special promotions. If you would rather not receive these please let us know.

### **Medical Conditions**

Please inform your therapist of any medical condition including pregnancy prior to booking as some treatments may not be appropriate for you.

### **Mobile Phones**

In the interest of comfort of all our clients, please refrain from talking on a mobile phone and ensure it is switched off, or on silent, for the full duration of your time at the salon.

### **Hygiene & Safety**

Due to the current global situation, hygiene is, of course, the utmost importance and to achieve optimal cleanliness the local Environmental Health Officer approves all our sterilization equipment. We only use new sterilized disposable needles for each client and we insist all clients follow and understand our COVID-19 procedures

### **Payment**

Most credit and debit Cards are accepted, American Express, or cash. All prices include value added tax at a current rate.

### **Patch Testing**

Patch testing required for clients who are undergoing certain treatments, all patch testing to be completed at least 48 hours before treatment

### **Personal Items**

Please ensure you retrieve all your personal items before leaving the premises, as we cannot be held responsible for lost items.