



HEBE

## TERMS & CONDITIONS

### CONSENT AND MEDICAL HISTORY FORMS:

Consent and medical history forms must be completed before your first appointment, prior to any treatment taking place. It is advised to inform me of any medical conditions you have or any medication that you are prescribed prior to booking your appointment, as this may affect your suitability for treatment.

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

Unfortunately, some medical conditions, medications and if you are pregnant or breast feeding will exclude you from having some treatments. It is your responsibility to inform me before your appointment, failure to do so may result in you being charged the full treatment cost.

You must notify me if anything changes with your medical health so I can update your medical history forms.

## APPOINTMENTS:

You must follow the aftercare advice given to you as this may result in adverse side effects, or your treatment not having its full effect.

Prices are subject to change at any time. I fully reserve the right to refuse treatments.

A 50% non-refundable booking fee is required to secure all bookings. This will be deducted off your total treatment cost and must be paid within 48 hours of making the booking.

For any facials I would be very grateful if you arrived make up free, or have very minimal make up on for your appointment as this will add time to your treatment. If possible, you should wear a strap top/vest, this is because you will be offered a neck and shoulder massage during most of the treatments and it makes it easier to pop your straps under your arms rather than removing your top completely.

Appointment times vary depending upon the treatment. Your first appointment may take longer due to discussion around your consultation, skin concerns/goals, and explanation of the treatment itself.

Please check your travel times before your appointment to ensure you are on time. If you arrive early to your appointment please park up and text before coming to the door as I may be with another client. Please inform me if you are running late, I understand there may be delays but if you arrive more than 15 minutes late we may have to re arrange your appointment.



## AGE REQUIREMENTS:

You must be aged 16+ to receive treatments from HEBE Beauty & Wellness. If you do not look over 16, you will be asked for a proof of identification to confirm your age. If you are under the age of 16 you will only be able to receive certain treatments. Treatment will not be able to go ahead without Parental or Guardian consent and for a Parent or Guardian to be present throughout the treatment. .

## CANCELLATIONS:

I kindly request clients to provide a minimum of 48 hours' notice for any changes or cancellations to scheduled appointments.

Please text 07789 583 063 or email [hebebeautyuk@outlook.com](mailto:hebebeautyuk@outlook.com) to make a callcellation. With adequate notice, I can offer the appointment to others on the waiting list.

Should a cancellation be made with less than 24 hours' notice, the 50% booking fee will not be refunded. Cancellations with less than 12 hours' notice will result in you being charged the full treatment cost. Rescheduling is allowed, and the booking fee will be transferred to the next appointment, provided sufficient notice is given.

## PRODUCTS:

If you wish to purchase any of the skin care products I use during your treatments please feel free to enquire.

## SPECIAL OFFERS:

Special offers on my website and socials are for a definitive period only. Once the offer period has expired the treatment reverts to its normal price. Offers do not apply to a course of treatments as the last treatment is already discounted.

## VOUCHERS:

You can purchase vouchers at your appointments or by getting in contact via email or text. You can choose any value or treatment. Vouchers are non-refundable and cannot be exchanged for cash in part or full and are only valid for a single transaction.

Vouchers must be used by the expiry date and cannot be extended. They are valid for one year from the purchase date.

Once the booking is confirmed, cancellation policy will apply.

Vouchers must be presented on the day of treatment to be eligible for use.

All vouchers are numbered and recorded upon purchase and use.

Vouchers can be used to upgrade to a different treatment and the remaining balance must be paid in full.

## PHOTO USAGE:

Before your initial appointment, it is required to sign the consent form, indicating your preference regarding the use of your photos for social media, advertising, and online purposes. You retain the right to withdraw your consent at any time if your preferences change.

As part of our insurance procedures, photographs are taken before and after each treatment for every client. If you opt against the use of your photos in social media or advertising, rest assured, they will be securely stored solely for insurance purposes.

## COMPLAINTS PROCEDURE:

At HEBE Beauty & Wellness I endeavour to treat all clients appropriately and fairly. If, however you are unhappy with a treatment or service you are entitled to make a complaint. If you do not make me aware on the day of the complaint you may be required to attend additional appointments to resolve the issue up to ten days or provide evidence. I will not refund payments for treatments without following my complaints procedure. I require notice of a complaint with pictures via email within 24 hours of your visit/treatment.