

# Terms & Conditions

## **Payment and Availability**

All prices are in UK pounds and all of our treatments and services are subject to availability. Whilst every effort is made to ensure the smooth running of Clinic C, ongoing maintenance, refurbishment, or unforeseen circumstances may result in some of the facilities being withdrawn at short notice. All facilities are subject to availability. Please note, we do not accept American Express (Amex) or PayPal. We do accept cash payments, but ask that exact payment is provided by our customers.

## **Arriving**

Please try to arrive 10 minutes before your appointment time. This will give you plenty of time to check in, use the restroom and complete the necessary consultation forms. Arriving late will take time out of your appointment minutes as each session will be finished exactly on time as a courtesy to the next client. Prior to your appointment we will inform you of any preparation required in advance of your treatment. Failure to follow the guidelines may result in cancellation of your appointment, reduced treatment time, or fees being charged.

## **Age Restriction & Children**

Any client requiring treatment bringing 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 the value pack treatment or deposit. No children under the age of 16 years must be left unattended within the clinic at any time.

For health and safety reasons, children nor any other person(s) or guests are permitted to attend the same treatment room in which treatments are being conducted.

## **Clients Consultation Forms**

All new clients will be requested to complete a Client Consultation Form before our therapists can perform any treatment on you. Failure to do so will result in us refusing to perform your treatments. Please advise us of any health conditions, allergies or injuries which could affect your service when completing this form. It is your responsibility to let us know of any changes in your circumstances before your treatment goes ahead. We also reserve the right to ask you to complete the Consultation Forms every 6 months so that we can update our records.

## **Loss or Damage of Personal Items**

We regret that we cannot be responsible for any loss or damage of personal items at the Studio. Please keep your personal belongings with you at all times or locked in one of the lockers.

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## **Booking your Appointment**

All bookings require a minimum 50% deposit payment at the time of making the booking whether made in person or via our online booking system. If you are making a booking with a gift voucher, please ensure you quote the voucher number.

## **Whole Body Cryotherapy blocks**

All blocks of Whole Body Cryotherapy must be used within a 3 month time period. If the purchased amount of sessions are not used within this time period, all remaining sessions will be lost and another block will be required to be purchased by the user.

## **Cancellation Policy**

Clinic C reserve the right to change the date of or cancel your booking if its premises are closed due to the circumstances beyond its control, including, but not limited to fire, therapist availability, by order of any public authority or any other force majeure event. Treatments that are missed or not rescheduled within 24 hours of appointment time will result in your deposit becoming non-refundable and your appointment being charged in full. 50% pre-payable deposit must be taken at the time of booking. Standard cancellation is up to 24 hours prior to your treatment booking. If you cancel your treatment within 24 hours prior to your booking, you will be charged in full for your treatment. If you cancel within 48 hours, you will be deducted 50% of the treatment total. The management reserve the right to alter any treatment or price at any time, within reason, without prior notice. Please note- pricing for bespoke skincare packages are based on an annual programme and payments are to be made monthly, or annually (to be agreed between the client and Clinic C) cancellation of treatments will result in the monthly payment being made in full. If you have symptoms of Covid and need to cancel your treatment – you must provide us with consent from your GP that you have incurred a positive test and you are unable to attend. Failure to provide GP consent will result in cancellation fee. In the event of cancellation for any other illness, GP consent must also be provided in writing to avoid cancellation fees.

## **Refunds**

Refunds will be provided where required in accordance with the Scottish Consumer Law. We want you to be a satisfied patient so if our service or equipment is faulty, it may either be replaced or for the client to be refunded or treatment rescheduled. We cannot refund for products or services when the request is due to a change of mind.

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## **Bespoke Services/Programmes**

If a bespoke programme or service is provided, Clinic C reserve the right to require payment in full prior to commencement, unless an alternative payment plan has been agreed to (e.g., weekly/monthly payments). These are non-refundable and cannot be used as payment against any other service in Clinic C. In addition, the contents including services and pricing of these packages are considered private property of Clinic C and are therefore not permitted to be shared with other salons, studios or similar.

## **Liability**

Clinic C 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 patient/client's responsibility to ensure that he or she provide us with all relevant medical details prior to each treatment. Clinic C 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 post treatment advice and instructions.

## **Gift Vouchers**

Gift vouchers are non-refundable and cannot be exchanged for cash or products.

## **Mobile phones**

Please consider others when using your mobile phone and keep calls to a minimum.

## **Complaints Policy**

It is our objective to ensure that every client is delighted with the services that they receive at Clinic C. However, we recognise that on occasions things can go wrong. The quickest and most effective way of resolving any problem is to bring it to our attention immediately. Please raise your concern with Clinic C General Manager, Ross Dunbar. We will listen carefully to your concerns and do what we can to correct any problems. Healthcare Improvement Scotland is the regulator for independent healthcare services across Scotland and can accept complaints at any time from a complainant. Should a client wish to contact them they can reach them using the following details:

Healthcare Improvement Scotland  
Independent Healthcare Team  
Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB  
Tel: 0131 623 4342  
[hcis.ihcregulation@nhs.net](mailto:hcis.ihcregulation@nhs.net)