

# Terms & Conditions

## THE FACE & BODY MEDISPA

Last Updated | 01 January 2026

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### Agreement to Terms

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These Terms & Conditions apply to all treatments, services, consultations and products provided by The Face & Body MediSpa ("we", "us", "our"). By booking an appointment, purchasing a service, or using our website, you agree to be bound by these Terms & Conditions.

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#### 1. Appointments & Bookings

All appointments can be booked, amended or cancelled online via our booking system.

Appointments are subject to availability and are only confirmed once a booking confirmation has been issued.

We reserve the right to refuse or reschedule appointments where clinically appropriate or where required for safety, professional or operational reasons.

## 2. Deposits & Payments

Some treatments and services require a deposit at the time of booking. Deposits are taken securely through our online booking system.

Deposits are deducted from the total cost of your treatment unless otherwise stated.

Full payment may be required in advance for certain treatments, courses or promotional offers.

Prices are displayed at the time of booking and may be subject to change. Any price changes will not affect confirmed appointments.

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## 3. Cancellation & Rescheduling Policy

We kindly ask that all appointment changes or cancellations are made with **at least 48 hours' notice**.

If you cancel or reschedule with less than 48 hours' notice, or fail to attend your appointment, we reserve the right to charge **100% of the cost of the treatment or service**.

Deposits are non-refundable where cancellations occur within the 48-hour notice period.

Repeated late cancellations or non-attendance may result in restrictions on future bookings.

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## 4. Late Arrivals

If you arrive late to your appointment, your treatment time may be reduced to avoid impacting other clients.

If it is not possible to safely carry out the treatment due to late arrival, this may be treated as a late cancellation and charged accordingly.

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## 5. Consultations, Medical Information & Consent

It is your responsibility to provide accurate and complete medical information at consultation and prior to treatment.

We reserve the right to decline or postpone treatment if, in our professional opinion, it is not suitable or safe.

Some treatments require a consultation and/or patch test before proceeding.

By proceeding with treatment, you confirm that you understand the nature, benefits and potential risks involved and that informed consent has been obtained.

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## 6. Treatment Results

Individual results vary and no specific outcomes can be guaranteed.

Before and after images may be used for clinical records and, only with your explicit consent, for marketing or educational purposes.

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## 7. Courses, Packages & Gift Vouchers

Treatment courses and packages are non-refundable and non-transferable unless stated otherwise.

Gift vouchers are valid for the period stated at purchase and cannot be exchanged for cash.

Missed appointments within a course may be deducted if cancellation terms are not met.

## 8. Clinic Conduct & Safety

We are committed to providing a calm, professional and respectful environment.

We reserve the right to refuse treatment or ask a client to leave if behaviour is inappropriate, unsafe or disruptive.

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## 9. Personal Belongings

We cannot accept responsibility for loss or damage to personal belongings brought onto the premises.

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## 10. Data Protection & Privacy (GDPR)

We are committed to protecting your personal data and privacy.

Personal information is collected and processed lawfully, fairly and transparently for the purposes of providing treatments, managing appointments, and meeting clinical and legal obligations.

We only collect information that is necessary and relevant and do not retain it for longer than required.

You have the right to access, correct or request deletion of your personal data, subject to legal and clinical record-keeping requirements.

Further details on how we handle personal data are available in our Privacy Policy.

## 11. Liability

All treatments are carried out with appropriate care, skill and professional standards.

We do not accept liability for outcomes where aftercare instructions have not been followed or where incomplete or inaccurate information has been provided.

Nothing in these Terms & Conditions excludes or limits liability where it would be unlawful to do so.

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## 12. Changes to These Terms

We reserve the right to update or amend these Terms & Conditions at any time.

The version published on our website will always be the current version.

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## 13. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.