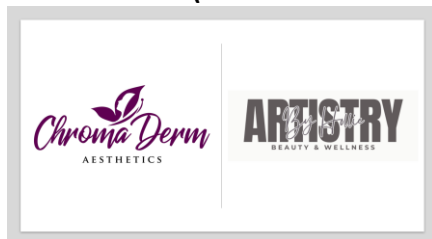




The HIVE - Terms and Conditions

The Hive Clinic (Chromaderm Aesthetics and Artistry by Hollie)



Set out below are the terms on which Practitioners at The Hive Clinic provides service to its clients. Please ensure that you have read and fully understood them prior to booking any Consultations, Treatments/ Procedures at The Hive

Consultations

Every client receives a thorough consultation by a knowledgeable and experienced practitioner.

You will be required to complete a health questionnaire/ consent form prior to your appointment and this will be sent to you remotely on booking your appointment

If a treatment/ procedure is not recommended, the Practitioner will inform you as to the reasons.

Even if you wish to have a particular treatment, and the practitioner does not believe it is in your best interest or detrimental to your health and wellbeing, they will decline to treat you. The Practitioner reserves the right to turn you away in these instances and your deposit may not be refunded.

If you have any questions that you wish to be answered prior to your appointment, please contact the clinic.

Appointments

Prior to your appointment, the practitioner 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 additional fees being charged.

The Hive clinic and your Practitioner aims to accommodate unforeseen late arrivals however, there may be times when a late arrival may result in reduced consultation time or rescheduling your appointment/ treatment session. For clients attending more than 10 minutes late, you will forfeit your deposit and your treatment will not be conducted. This is at the discretion of the Practitioner.

The Hive Clinic recognise that you may wish to bring a Family member or friend with you for your appointment. We reserve the right to restrict this to 1 additional person only. No children or young people under the age of 16 years can accompany you to the clinic.

Failure to comply with this rule will result in a cancelled appointment and additional costs incurred by you.

Client eligibility criteria:

Our Practitioners cannot provide any treatment to you if you are:

- Under 18 Years
- Pregnant or planning to become pregnant in the near future.
- Breastfeeding
- Taking anticoagulant medication – *Restrictions apply and would need to be discussed with your Practitioner.*
- Taking regular steroid medication - – *Restrictions apply and would need to be discussed with your Practitioner.*
- Suffering with a neuromuscular or wasting disease
- Under the influence of drugs/ alcohol
- Allergic to any of the active ingredients in your chosen treatment



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Pre-Treatment instructions:

Before attending your appointment, please read the following very carefully:

- Do not take antibiotics or regular ibuprofen (anti-inflammatory) for 7 days prior to your appointment- if you are currently on antibiotics/ ibuprofen for a prolonged period, please consult your GP for their advice before your appointment.
- Avoid alcohol or exercise 24 hours prior to your appointment.
- Avoid exposing the treated area to intense heat (e.g., solarium and sunbathing, sauna, steam room)
- Avoid hot showers, baths for 24 hours after your treatment.
- Avoid exercise or other activities that will make you sweat for 24 hours after treatment
- We would advise you not travel on an aeroplane within 14 days of your treatment to allow for healing and in case we need to review you.
- You must be over the age of 18 to receive our aesthetic treatments. We reserve the right to cancel the appointment and forfeit your deposit/ booking fee if you cannot supply photographic ID confirmation or appropriate age. If it is found that you have provided false information regarding your name or DOB and that you are not 18 or over, your appointment will be cancelled, no treatment will be conducted, and you will forfeit your deposit/ booking fee.
- We advise you have something light to eat before your appointment.
- If you are prone to bruising, you may consider investing in some arnica tablets/cream before your appointment. These can be purchased from most pharmacies and supermarkets.
- If you are prone to cold sores, please be advised that any treatments around the lip area can cause a breakout. If you have an active cold sore at the time of your appointment, please let us know as your appointment will need to be cancelled and rescheduled for a later date.
- We advise you drink plenty of water prior to your appointment.

Failure to follow these instructions may result in you being refused treatment and your deposit will not be refunded.

Treatment Reviews

All advised treatment reviews made by our Practitioners must be taken within the recommended time frame or an additional treatment charge will be incurred. If you do not adhere to our late cancel/failure to attend policy for your review appointment, the appointment will be removed, and you will not be able to be rebooked. No refund will be given in these circumstances.

Gift vouchers:

Minimum spend £20. All gift vouchers are non-refundable, non-transferable and non-exchangeable. We will endeavour to advise whether you are suitable or not for treatment prior to you purchasing a voucher. If you are purchasing one for somebody else as a gift, please enquire first as they may not be suitable for the treatment.

Booking Fees and Cancellations

The Hive Clinic requires a Booking fee of £50 prior to attending an appointment. This is refunded should you need to cancel or reschedule (giving a minimum of 48 hours' notice). Failure to give the full notice will forfeit your deposit and this will count as a late cancellation.

When you attend for your consultation, the deposit will be deducted from the treatment/ procedure cost you receive. All treatment courses must be taken within 12 months of the date of purchase; any treatments left untaken after 12 months will be forfeited.

Clients who have purchased a course of treatment but fail to attend their appointment (without the required cancellation time) will be charged for their missed treatment.

Any further rescheduling will be at the discretion of the Hive clinic Practitioner and may result in a loss of your deposit. Cancellations can be made by phone, email or in person at least 48 hours prior to your scheduled appointment.



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Please note clients can reschedule their existing booked appointment for a maximum of three times.

Your responsibility

It is your responsibility to ensure that you have provided the Practitioner at the Hive clinic with all personal relevant medical details prior to each treatment.

The Practitioner will not be liable for any damage that occur as a result of the client's failure to disclose such details.

Consent

You will be required to give signed consent to any treatment or procedure.

Photos and or videos will be taken of you before and after any procedures conducted- this is a legal requirement for record keeping purposes. It is at your discretion whether you allow us to share them on social media or not.

Expectations

The practice of medical aesthetics and the expected results are not guaranteed. The Hive Clinic Practitioners emphasise the importance of qualified, trained aesthetic practitioners experienced to undertake a suitable assessment before advising treatments/ procedures. Results vary from person to person and depend on several factors, some of which cannot always be predicted. Our practitioners will apply best practice and up-to-date researched techniques to help achieve the agreed, desired outcome. Please note there can be no guarantees as to the final outcome and your expectations and the predicted realistic outcome may be different.

Complications / Contra-indications

Although rare, some procedures have well documented complications. You specifically may have higher risk factors. These will be discussed during the consultation with your practitioner and all measures will be taken to minimise any such risk.

In the very unlikely event of a complication, you should contact your Practitioner as soon as possible. In the event of a complication being more serious, you will be advised and supported on the course of action.

Pricing

The Hive prices are a guide and subject to confirmation at the time of consultation.

Prices displayed on all our Sites are correct at the time of display, however, we reserve the right to alter prices from time to time without notice.

The Hive make every effort to maintain our prices, but these may be subject to variations caused by factors beyond our control.

Prices displayed are in Pounds Sterling (GBP) and are inclusive of value added tax (VAT) at the current UK standard rate for purchases made within the UK.

Clients Obligations

By making any booking, you confirm that you are aged 18 years or older, are legally able to make purchases and are not ordering on behalf of someone less than 18 years of age.

You agree to use your correct name, address and date of birth and to supply any other details and medical history reasonably requested.

Data Protection

The Hive clinic take our data protection responsibilities seriously and will not share your personal information or details of your treatments/ procedures with any third parties.



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Liability

The Hive 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.

The client agrees to comply with all instructions and/or recommendations given to them by, or on behalf of, the Practitioner regarding the care of a treated area.

Your right to complain

The Hive endeavours to treat all its clients appropriately, compassionately, fairly and with dignity. If, however, you have an issue with any matter in relation to your treatment at the Hive, you are entitled to lodge a complaint, either verbally, by telephone or in writing.

Force Majeure

The Hive shall not be liable for failure to comply with these Terms and Conditions owing to any act or event beyond its control including but not limited to natural disasters, Acts of God, riots, civil commotion, strikes, shortage of supplies, lockouts, industrial action, war, disease or fire.