



## TERMS AND CONDITIONS

**We operate on an appointment basis.** Please call or visit the website to book a consultation or treatment.

**Arrive on time. Please arrive alone, unless you are having a couple's package. Arriving late may result in your treatment time being minimised or cancelled.**

Sanitise or wash your before entering the treatment room.

**NO CHILDREN UNDER 18 ALLOWED ON THE PREMISES UNLESS HAVING A SUPERVISED TREATMENT**

**Consultations are £30. This will need to be paid at the time of booking.** This is redeemable off any treatments or products. Card payments will incur a service charge. If you do not decide to book treatments or purchase products, £30 is used as your consultation fee.

Please allow 30-40 minutes for your consultation. Test patching requires additional time. You may also be asked to sign consent forms.

All consultations are strictly confidential, and will be done via a virtual platform, over the phone or in person.

**All appointments require a deposit or full payment at the time of booking. Small treatments will need to be paid at the time of booking.** A £30 deposit is required for treatments under £50. Over £50, a 50% deposit required.

**Courses must be paid in full when booking your first treatment.** Courses must be completed within six – eight months (refunds will not be given for incomplete courses).

### CANCELLATION POLICY

**48 hours is required to cancel or re-arrange your appointment or treatments will be redeemed, deposits and payments will be non-refundable. You must call to cancel or re-arrange your appointment. Office hours are 9.30am – 5.30pm Monday to Friday. Saturday and Sunday 9.30am – 4.30pm**

**Vouchers are available and must be redeemed within 3 months.**

**For your safety the Aesthetic Practitioner has the right to refuse the treatment requested in certain cases.**

**Please inform us if you are pregnant, trying to get pregnant or feel you may be pregnant, breast feeding, taking medication, have any allergies, skin conditions or medical issues. It is the client's responsibility to ensure that they provide MRV Pro Beauty at Skin Dedication Training with all relevant medical details prior to the treatment. MRV Pro Beauty at Skin Dedication Training will not be liable for any damage that occurs because of the client's failure to disclose any details.**

**The client agrees to comply with all instructions and or recommendations given to them by or on behalf of MRV Pro Beauty at Skin Dedication Training regarding the care of the treatment area. MRV Pro Beauty at Skin Dedication Training Ltd will not be liable for any purchases or treatments from third parties.**

MRV Pro Beauty at Skin Dedication Training will endeavour to ensure your appointment runs to time, however there may be times when your appointment may need to be cancelled or postponed at short notice. If this should happen, every effort will be made to contact you in advance.

MRV Pro Beauty at Skin Dedication Training reserves the right to change treatment times and prices without prior notice.

**Product purchases may be refunded within 14 days of purchase. For hygiene purposes, open products CAN NOT be refunded.**

**No refunds are provided for treatments.** However, if you have an issue with any of the treatments provided and you would like to make a complaint, please call the clinic first. You may be required to send an email or send a letter to the clinic.

**MRV Pro Beauty** is a trading name under Skin Dedication Training & Treatments Registered address. Station House, 18 Stone Street, Gravesend, Kent, DA11 0NH.

**By making a booking or purchase, you agree to the terms & conditions made by MRV Pro Beauty at Skin Dedication Training Ltd.**