

Welcome to Leveche Tanning & Beauty

Our goal is to ensure that all our customers enjoy a pleasant experience and in order to do

this effectively, we have procedures which we ask all our customers to follow. Below is our full purchasing terms and conditions which are applicable in relation to the purchase, attempted purchase and handling of tanning minutes, courses and sessions purchased through Leveche Tanning LTD. When making a booking, the customer agrees to abide by the following terms and conditions:

PURCHASING TERMS AND CONDITIONS

Definitions

- Customer(s) – (you, the user)
- Service Provider - (the Tanning Shop)
- UV Services - (include any package, packages, tanning minutes and/or sessions)

Under 18's

Under 18's are not permitted to book UV services via online or in store.

Customers under the age of 18 are not permitted to purchase, attempt to purchase or attempt to utilise services relating to UV or use any of the UV services within our salons. Anyone who

knowingly pays for services and is then found to be under the age of 18, will not be permitted to use the services and will not receive a refund.

Refund Policy

Customers will be entitled to a full refund if the below criteria and process has been followed:

- Refunds are only available for medical conditions upon receipt of a valid medical certificate.
- Customers must inform the business in writing/via email if they wish to proceed with a refund via info@levechetanningandbeauty.com or by writing to 52 Langley Road, Chedgrave, Norwich, NR14 6HE.
- The refund request must be made within 14 days of purchasing the service.

Complaints Procedure

Whilst we attempt to ensure that everything runs smoothly, occasionally mistakes happen. If you wish to make a complaint to Leveche Tanning & Beauty, correspondence can be submitted in writing to info@levechetanningandbeauty.com or by writing to 52 Langley Road, Chedgrave, Norwich, NR14 6HE. We will endeavour to respond within 7 days.

Courses and Services

Please note that if the incorrect course is purchased, customers will have the option to exchange the minutes to a suitable package.

PROMOTIONS

Offers cannot be used in conjunction with each other. Leveche Tanning & Beauty reserves the right to withdraw offers at any point. All promotions are valid in store and cannot be redeemed online unless stated otherwise.

20% Off Loyalty Scheme -

Collect 6 stamps from a full price purchase on tanning products and sunbed courses. We cannot take any responsibility or replace your loyalty card. 20% off on your 7th purchase after a valid and complete loyalty card is presented. Redeem your stamp within 7 days of a purchase, any time after this we can not honour your purchase. Gift voucher purchases will not qualify a stamp.

Free Tan - Please note our free tan promotion is available in store only and is subject to change throughout the year. This promotion is available for new customers only unless specified. (New customers are defined as a customer who has not been registered with Leveche Tanning Ltd before). Your free tan must be used within 14 days of registration, if this is not used it will expire on your account. Free tan is only available on UV sunbeds. Free tan duration is based on an assessment of your skin type by our in-store tanning consultant but the maximum minutes allowed will be 9 minutes. The company has the right to refuse a free tan if the customer is already registered with Leveche tanning Ltd and has registered a second account to claim a free tan.

GIFT VOUCHERS

Gift vouchers are valid for a period of 2 months from the date purchased. The date of purchase and the date of expiry is clearly stated on the front of the voucher. You can use your voucher towards any product or treatment directly from Leveche Tanning & Beauty. Voucher use must be physically exchanged at the time of transaction, we cannot accept a gift voucher otherwise. Your gift voucher cannot be refunded or exchanged for cash value.

CLIENT LOTION STORAGE

Please note that the customer lotion storage facility is provided as a gesture of goodwill and We regret that we cannot be held responsible for any loss or damage. We respectfully request that clients do not use Tingle or Oil-based lotions when using our lay-down sunbeds. Lotions will be disposed of after 12 months of purchase.

DAMAGE/LOSS OF CLIENT PROPERTY

Please note that Leveche Tanning & Beauty cannot accept any responsibility for any loss or damage to clients' property whilst on the premises.

CHANGES TO PERSONAL CIRCUMSTANCES

Clients are required to inform Leveche Tanning & Beauty immediately of any change in circumstances that affect their eligibility to use UV Tanning equipment.

CHANGES TO CLIENTS ACCOUNTS

Please note that any changes to clients' accounts can be made via email to info@levechetanningandbeauty.com.

EXPIRATION OF MINUTES AND COURSES

Please note that all minutes and courses purchased full price are valid for 2 months from the date of purchase. Loyalty discount purchases on courses are valid for 2 months from the date of purchase.

APPOINTMENTS

Due to the popularity of some equipment, should you not arrive for your appointment on time, priority will be granted to the next client in the queue/walk-in session. We will however endeavour to accommodate you in the next available slot or on alternative equipment. If you fail to turn up to your appointment we will deduct the booked time from your account and this is non refundable.

TRANSFER OF MINUTES

The transfer of minutes from one client to another is not permitted.

RETUBE

Leveche Tanning & Beauty service will retube the sunbeds when required. Due to safety, we will limit all customer sessions with no exceptions for a period of time to protect you from overexposure to UV rays. We will advise each customer individually as to when their sessions can resume as normal.

PRICE

We reserve the right, at any time, to change the prices of our goods and services.

DATA PROTECTION

For further information about how Leveche Tanning & Beauty will store your data, please refer to our Privacy Notice on our website.