

Terms and conditions

Please ensure you understand the policies held at Rejuv Cosmetology, as you are held personally liable for making your own informed decision, after consultation and forms are complete.



CANCELLATION AND RESCHEDULE OF APPOINTMENT

Rejuv Cosmetology operates on a 48 hour cancellation policy.. If you wish to cancel or rearrange your appointment, we kindly ask you to give us a minimum of 48 hours notice. Cancellations outside the policy time will be charged at the cost of the deposit, and another deposit will be charged upon re-booking. Cancellations can be made in person, phone or email –we are open 7 days a week. If there is a particularly unfortunate circumstance and you have been a loyal customer, we may consider letting the deposit payment be moved across once, if we feel the reason for changing at short notice is valid.

DEPOSITS

We take a small deposit to secure your time slot and date. Deposits are anything from £20 -£100. For example, a dermal filler appointment will be around £25 -£30 deposit, but a combination of treatments costing around £500 will see a £100 deposit option. All deposits are non refundable. We do allow you to move your appointment and carry deposit across, if we are notified of the change 48 hours before the original appointment date.

Deposits for training courses also follow the same mantra.

REFUNDS

Purchases of any treatments, treatment courses or academic training are NON –REFUNDABLE, however can be transferred to alternative aesthetic treatments or courses (academic) or a credit note within 14 days of purchase. Credit note will expire after 12 months, and 24 months for pregnancy. Credit note for courses that have commenced will be calculated based on individual treatment price and will lose the benefit of the discounted course price. Purchases of any products are non refundable for hygiene reasons.

LATE ARRIVALS

We kindly request you to arrive on time for your appointment to avoid waiting time at reception due to Covid safety. We try our best to accommodate late arrival however there may be times where your treatment time may have to be reduced or rescheduled to another date.

TREATMENTS DISCLAIMER

We achieve significant results on many cases and strive to work with you to achieve the desired result. However client's results may vary from person and thus results are not guaranteed. This varies according to biological make up and response, diet, and lifestyle. Please also note we may recommend a change in your treatment programme during your course of treatments to meet your individual needs.

POLICY ON CHILDREN

We regret that we are unable to allow children to remain unaccompanied in the reception area. Our Front of House staff are neither trained nor insured to look after children, and we respectfully ask our clients to refrain from asking our receptionist to watch their children during treatments. For safety reasons, children are not allowed in the laser treatment room at any time.

POLICY ON PETS

We regret that we are unable to allow pets in the treatment rooms for hygiene reasons. If your pet/you have proof of a therapy, or disability requirement, we will be sure to cater to your needs and make allowances where fit.

SOUND OF MIND CHOICES

All advanced facials and aesthetic treatments require a form of ID upon arrival of first session. This will be held on your personal client profile, following GDPR UK standards. Our consultation contracts refer to mental health diagnosis and being sound of mind upon choosing to go ahead with a treatment. It is your soul responsibility to declare your mental health, as this cannot always be obvious to others. It is also your full responsibility to be sure that the treatment you are paying for does not effect your current financial situation and put you at a loss. By agreeing to treatment you are automatically agreeing to relieve Rejuv Cosmetology, any responsibility for the above mentioned.

GIFT VOUCHERS

Gift Vouchers that have been purchased are non-refundable and cannot be exchanged for cash, they are valid for 12 months. When booking your appointment please state the voucher number when booking the appointment and bring your gift voucher to your appointment. Any Gift Vouchers that have been won / gifted by Rejuv Cosmetology may have a shorter validity than 12 months.

PROMOTIONAL OFFERS

All offers are limited to one offer per person and cannot be used in conjunction with any other offer or product purchases.

COMPLAINTS POLICY

Complaints should be made by e-mail to rejuvcosmetology@theclinicandacademy.com. We aim to acknowledge complaints within 5 working days.

