

Becky's Beauty & Holistics

Patient Guide for IPL Hair Removal

Aims and Objectives

To provide Hair Removal, Photo-rejuvenation, treatment of Vascular Lesions and Acne Scarring operated by Becky's Beauty & Holistics using the Skinbase IPL system (Intense Pulsed Light) to the highest standard in order to ensure customer satisfaction.

Our IPL system has an industry leading spot size, so treatments take less time than with other machines. The machine also incorporates a "cryo-handset" used to cool the area before treatment. The cryo-handset gives a chemical free local anaesthetic effect.

Treatments are offered to all over the age of 18, the cost of which is published in our hardcopy price and on our website. Prior to treatment you must first undergo a consultation procedure. A consultation will include a health/lifestyle questionnaire and a test patch. At all times the confidentiality and the dignity of the client will be maintained, from a private consultation to treatment with a private, locking treatment room, providing appropriate towels, and only the area being worked on will be exposed.

Our Terms and Conditions

Initial consultations are free of obligation and are charged at £25 which is redeemable against the cost of a course of treatments. Treatment prices are fixed and are available via a published price list. Payment is due in full at the time for treatment. Cash and credit/debit cards are accepted.

Value packages are available for those who pay in advance for a course of multiple treatments. All treatments are non-refundable and pre-paid courses are non transferable.

The clinic implements a cancellation policy, an appointment booked and not attended will carry a charge of 50% of the treatment cost. Becky's Beauty & Holistics will not charge for cancellations when given 24 hours notice but would appreciate the earliest notice should you be unable to attend. We have the right to waive this charge.

Contractual Agreement

Prior to commencement of any laser or IPL treatment (including a patch test) you're required to sign a consent form. Upon signing your consent, you are confirming that you understand the benefits and risks of the treatment. In addition, you are also acknowledging that no guarantee can be given with regard to clinical outcome.

Treatment Price

An in depth consultation including a patch test costs £25. The full price list will be discussed at consultation.

Results of the Consultation

Consultations are carried out prior to any IPL treatment in order to confirm your suitability for treatment. We discuss your expectations and provide a thorough explanation of the treatments provided. Any questions you have will be addressed and any risks or side effects highlighted. Following consultation an appointment for the treatment will be booked. Any potential walk-in's will be booked in for a consultation.

Complaints

Where a client feels unhappy and wishes to make their complaint known, we will inform the individual of the process for making a complaint. When a complaint is made we will always be courteous in acknowledging this and respect that the client may have legitimate grounds for their grievance.

In the case of IPL treatments, the complainant should be advised that they may at any stage elect to refer their complaint to the Care Standards Inspectorate for Wales whereupon they will be advised of their complaints' procedure. All IPL complaints will be documented and copies held with the client's individual record and the complaints' master file.

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Tel: 0300 062 8163

Summary of Patient's Views

Client feedback indicates a high level of satisfaction with the services provided. Clients consistently report high quality treatments, visible results and a professional environment. Clients report that they have trust and confidence in the practitioner's knowledge.

Reviewed on: 5/5/2026

Reviewed by: Rebecca Davies

Next review date: 5/5/2027