



TERMS & CONDITIONS

CONSENT AND MEDICAL HISTORY FORMS:

Consent and medical history forms must be completed before your first appointment, prior to any treatment taking place. It is advised to inform us of any medical conditions you have or any medication that you are prescribed prior to booking your appointment, as this may affect your suitability for treatment.

Unfortunately, some medical conditions, medications and if you are pregnant or breast feeding will exclude you from having treatments. It is your responsibility to inform us before your appointment, failure to do so may result in you being charged the full appointment amount.

You must notify us if anything changes with your medical health so I can update your medical history forms.

You must follow the aftercare advice given to you as this may result in your treatment not having its full effect.

AGE:

You must be aged 18+ to receive treatments from HEBE Beauty & Aesthetics. If you do not look over 18, you will be asked for a proof of identification to confirm your age. If you are under the age of 18 your treatment will not be able to go ahead without Parental or Guardian consent. None of my treatments will be performed on anyone under the age of 16, even with adult supervision.

CANCELLATIONS:

We ask clients to provide, where possible, at least 48 hours notice if they need to change or cancel an appointment. Cancellations can be requested by texting 07917 816013 or by emailing cryotherapyandco@hotmail.com If we have sufficient notice of cancellation, then we can open up the appointment to awaiting clients.

PHOTO USAGE:

You can withdraw your consent at any time if you change your mind. For insurance purposes, before and after photos are taken for every client at the start and the end of the treatment. If you do not want your photo used for social media or other forms of advertising then please let us know.

COMPLAINTS PROCEDURE:

At Cryotherapy and Co. we endeavour to treat all clients appropriately and fairly. If, however you are unhappy with a treatment or service you are entitled to make a complaint. If you do not make us aware on the day of the complaint you may be required to attend additional appointments to resolve the issue up to ten days or provide evidence. We will not refund payments for treatments without following our complaints procedure. We require notice of a complaint with pictures via email within 24 hours of your visit/treatment.

