

These terms and conditions of your use of the services in *Alter Ego Beauty Clinic* Specifies the General conditions of the contract, based on which the client/Beneficiary receives the service. Making a reservation is acceptance of these terms and conditions without the need for signature. **The customer is obliged to comply with the provisions contained in these terms and conditions.** By using the service you've selected in the *Alter Ego Beauty Clinic* fully accepts the rules and does not report to any objections.

#### GENERAL INFORMATION

1. The clinic is open from Monday to Friday from 10.00-20.00 and Saturday 10.00 – 17.30 occasionally these times are subject to change, therefore, the priority taken are customers had made an appointment for a visit. The ability to perform services outside these hours or on Sundays and feast there by appointment with the therapist and deposit for the treatment. The decision to hold the service at another time than the usual hours of work is a voluntary decision of the therapists and does not belong to her duties.
2. The customer may use the service selected booked by providing a minimum of personal information: your name and phone number. And, in some cases, additional fill out relevant forms: a statement negative contraindications or contents form.
3. The refusal to provide personal information can cause a denial of service.
4. The therapist has the right to refuse to perform the procedure, if it considers that there are any contraindications to the treatment or the client is under the influence of alcohol or other drugs.
5. You are financially responsible for any damage caused in the clinic with your fault (or fault of kids under your supervision).
6. In the case of the inappropriate behavior of the client or gross breach of order or course of treatment process, the staff has the right to refuse or terminate service and ask them to immediately leave the area. In this situation, the Alter-Ego Beauty Clinic has the right to immediately terminate the contract on the provision of services and service fees in full, as compensation for damage suffered and compensation for lost profits.
7. Alter Ego Beauty Clinic reserves the right to change the offers and prices of services. Current offer of services and price list is available on the website [http://: www.alteregoclinic.co.uk](http://www.alteregoclinic.co.uk)

#### RESERVATION POLICIES - APPOINTMENT AND CANCELLATION

1. To book a visit, please contact by phone + 447756834719 only or talk in person at the clinic.
2. Data for the reservation is your name and phone number of the person who will report on the performance of the service.
3. May be possible to book an appointment via sms-and reserves that the confirmation of the booking is a return sms.
4. An attempt to make a reservation by email or Facebook business page may affect the period of completion and does not constitute a sufficient assertion to the claims in this case.
5. To reference a visit, contact by phone or by sms at least 24 hours before the treatment. In this case, the client does not bear the costs of the appeal. If you change an appointment to a different, less than 24 hours before scheduled treatment, you shall bear the cost of £5 added to the bill during the next meeting. Note-missed call or no return sms is equivalent to failure visit.
6. Failure visit, without notice for at least 24 hours before the agreed procedure will be tantamount to recognition of the visit as successful, without the possibility of applying for a refund of the value of the treatment. Bought the treatment package/booklet and not cancelled at least 24 hours before it will be considered as complete.
7. In the case of delay, the Customer on the agreed procedure, the delay time shall be deducted from the time for this procedure. The client is asked to inform the clinic in case of delay
8. Alter Ego Beauty Clinic reserves the right to refuse service, if a customer is late more than 15 minutes. Paid treatment in this case will be considered as completed without the possibility of applying for a refund of the value of the treatment.
9. Alter Ego Beauty Clinic reserves the right in exceptional cases to appeal all booking for reasons beyond control. Then appointed a new appointment, and the customer does not bear any cost.

**Alter Ego Beauty Clinic, 29c Victoria Street, B70 8EX West Bromwich**  
Opening hours: From Monday to Frday: 10:00 - 20:00, Saturday: 10:00 - 17:30



#### **RULES FOR PERFORMING SERVICES IN THE ALTER-EGO BEAUTY CLINIC**

By joining the treatment, the client automatically declares that:

- 1) he is famous for the desirability of, and possible effects of the cosmetic treatment,
- 2) Any issues relating directly or indirectly to the preparation and use of selected cosmetic procedure were explained to him, which is a fully realized,
- 3) Familiar and understandable for any contraindications, side effects, and the effects of the implementation,
- 4) Was informed about the characteristics of selected beauty treatments that are due diligence and is aware that the treatments do not warrant some and visible results,
- 5) Not be requested reimbursement for cosmetic treatment if the selected treatment will not produce the desired result,
- 6) Prior to the use of cosmetic treatment considered your health and
  - (a) do not proceed to the treatment, if due to the medical condition, the treatment could have a negative impact on his life, health, physical or mental,
- 7) Is not pregnant, during childbirth, or breastfeeding, not taking medications, does not use any other substances nor does not have medical conditions that are a contraindication for treatment,
- 8) Has made an informed decision about choosing the most appropriate cosmetic surgery, taking account of his current state of health and the medical and technical measures,
- 9) Agree to modify how to do surgery or even withdraw from it, in case further to continue in accordance with the laid down procedure will jeopardize his life or health.

#### **Rules for the use of promotions and vouchers**

- 1) The customer is obliged before treatment to inform therapists which promotion he wants to use and provide for this: code, flyer, voucher.
- 2) Alter Ego Beauty Clinic does not accept reimbursement vouchers and does not mention them for cash or any other treatments.
- 3) Discount and promotions cannot be combined with each other.

The customer always chooses the promotion, which is the most beneficial service.

- 4) Each promotion, ticket, voucher, voucher has entered a date as to when it can be used. After this date becomes void.



**RULES FOR THE USE OF THE PACKAGES AND TREATMENT PASSES IN LASER THERAPY**

1. We offer Tickets for 6 treatments hair removal for each body part, separately and in the form of packages. Individual parts of the body are specified in the price band A B C, combined batches define bands D E F.
2. Bought a season pass can be done only on one batch of the body, which is assigned to and discover more. Any other part of the body requires additional payment or Carnet.
3. Treatment Packages for ladies and gentlemen determine spots, each of which will be 6 treatments during six visits to the clinic, within a specified period.  
The customer has the right to make changes to the selected laser services package on an exchange basis only one service to another in the same price range (band), and this modification must be made prior to initiation of therapy.
4. Offer customers a fee for the booklet or in cash or by bank transfer in installments 0% for a period of 3 or 6 months are required to pay a fixed amount on a specific day of each month, regardless of the due date of the next treatment. The lack of payment within the prescribed period shall mean the termination of the agreement for the provision of services, where the customer loses the right to continue the treatments.
5. Customers who want to pay for the treatment on the day of his execution lose use discount.
6. The licensee is not entitled to use treatments from one of the other parties of the body than those provided for in the package after its initiation, i.e. after the first treatment.
7. When you purchase an additional Pass/Package applies from the date of the implementation of the first treatment as above.
8. After the use of subsequent treatments, next are charged at the standard.
9. Bundled Unlimited hair removal - can perform treatments in minimum intervals: face, neck every 6-8 weeks, the remaining parts of the body every 8-12 weeks depending.
10. Alter Ego Beauty Clinic reserves the right to suggest or determining terms of treatments the licensee following the qualifications and professional knowledge worker, with a view to the most efficient and effective execution of the procedure.
11. Pass/package is owned by the person who bought it and only, and only the licensee can implement the treatments.
12. Each Pass/package to expire and you must abide by that date. Alter Ego Beauty Clinic reserves the right to refuse to perform the procedure after expiry. Passes and packages are valid for: 6 treatments 12 months Unlimited hair removal: face, neck 18 months, other parts of the body 24 months from the date of the implementation of the first treatment.
13. Alter Ego Beauty Clinic does not accept returns of Carnets/packages and does not mention them for cash or any other treatments.
14. Using the package is obliged to inform of any changes between treatments, which may affect the safety and effectiveness of treatment (emerging contra)
15. The employee has the right to refuse to perform the procedure if it considers that it is any contraindication.
16. Alter Ego Beauty Clinic reserves the right to consider in the above situation the treatment as realized if it considers that the use of book deadline, aware that occurs. The licensee, at any time can take advantage of free phone consultation or personal, to verify the possible contraindications.

**FINAL PROVISIONS**

1. Alter Ego Beauty Clinic Ltd reserves the right to change these terms and conditions, if they do not infringe the rights acquired by the customer during the bid.
  2. All matters not regulated herein shall be settled based on the civil code.
  3. Complaints may be lodged in writing by e-mail: [info@alteregoclinic.co.uk](mailto:info@alteregoclinic.co.uk)
- Or by post to:

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