



*These regulations, hereinafter referred to as the "Rules of Visits", define the rules for the use of services provided in the **ALTER EGO Beauty Clinic** .*

§ 1 General

The clinic provides services on weekdays from Monday to Friday, from: 11.00AM-8.00PM. and on Saturdays from 11.00AM to 5.00PM At the same time, these hours do not constitute an opportunity to visit the clinic. We prefer to book services in advance. We do not guarantee the performance of the service with customers without reservation.

Clients of the Clinic are obliged to read the Terms of Service before booking a visit for any procedure, hereinafter referred to as the "Service".

Booking a visit together with the terms and conditions constitutes a contract for the provision of services.

Throughout the clinic, smoking and tobacco use, tobacco and nicotine products, including e-cigarettes, are completely prohibited, as well as a total ban on alcoholic beverages and other stimulants.

§ 2 Definitions

Customer – means a natural person who is over 18 years of age, has the full capacity to which meets the requirements described in the Terms of Service and uses the Service.

Child/minor - a client who is under 18 years of age and uses the services of the Salon with the consent of a parent/legal guardian.

Regulations – means these Regulations of visits, drawn up and applied by the Service Provider.

Clinic – means the premises where the Service Provider performs treatments and provides services.

Service/Treatment – means a service provided by the Service Provider to the specified in § 4 of these Visit Terms and Conditions.

Deposit / Deposit – a form of securing the reservation of the visit within a given period, which is a certain amount of the Procedure, described in detail in § 5 of these Terms and Conditions.

Service Provider – means: Alter Ego Beauty Clinic Ltd

represented by Magdalena Zalewska [consultant, therapist, director].

§ 3 Customers

The client of the Salon is an adult.

The use of treatments by minors is permitted, with the express consent of their guardian or legal representative. The Clinic employee is entitled to request at any time, to submit the appropriate consent and to refuse the provision of the Procedure, in the absence of such consent.

The customer is obliged to provide information about his state of health, if necessary, to decide whether to perform a particular procedure and sign a statement of the truthfulness of the information provided.

The Customer is obliged to immediately notify the Service Provider of the deterioration of his health during the procedure.

§ 4 Services provided

The service provider provides the services contained in the current price list of services presented on the website of alteregoclinic.co.uk

The Customer may read the description, duration, and price of the Service before choosing the Service.

Before booking a visit for the first time, the Client is asked to book a time with consultation, so that the performance of the service takes place after a positive qualification for the procedure.

In the event of persistent cancellation of visits by the Client at a later date than permitted by these regulations or non-compliance with the appointment without cancellation of the visit within the specified period, the Service Provider is entitled to refuse to provide or book another visit to the Customer.

§ 5 visits

The service provider maintains reservations and records for visits by phone, online through the clinic's website, phone application or booking page on fb.

Confirmation of the booking of the visit is a deposit by the Customer of a deposit of £20 regardless of the price of the selected treatment. In the absence of a deposit, the clinic does not book the appointment chosen by the client and does not guarantee its availability.

Failure to join the Procedure within the agreed period without prior cancellation within the permitted Period of Regulations, cancellation or change of the date of the procedure less than 48 hours before its commencement, entitles the Clinic to retain the deposit paid by the Client.

In the case of the execution of the Procedure, the Deposit is deducted from the price of the Treatment performed for the Client.

The clinic allows you to return the deposit in case of cancellation within not less than 36 hours (3 days) from the date of booking.

The clinic allows the possibility of cancelling the visit for justified and important reasons, such as: a random accident, the illness of the person performing the procedure, the sudden exclusion of the media in the clinic. In such a situation, the Customer is agreed to another available date.

§ 6 Delays

In order to ensure the highest quality and punctuality of the services provided in the Salon, the Client should appear in the Salon for approx. 5min before the start of the procedure

About any potential delay, the Client should inform the clinic staff by phone at least 30 min.

The clinic allows the client to be late for up to 10 minutes without the consequences of shortening the length of the procedure.

In case of delay of more than 15 minutes, the clinic has the right to refuse the Client to perform the Procedure and rewrite it for another period. Such delay will be treated as failure to cancel the Procedure within the period specified in these regulations, together with the consequences indicated in § 5 para. 3.

Each case of delay is considered individually, depending on the current occupancy of the timesheet.

§ 7 Payment

The customer is obliged to pay for the services provided.

The price list of treatments is available for inspection on the clinic's website.

The following payment methods shall be made available in the Clinic:

Cash, Debit or Credit Card, Bank Transfer

The price for the Service performed will be reduced by the deposit paid.

The Service Provider reserves the right to introduce temporary promotions, gift vouchers or treatment packages. The rules regarding their purchase and duration will be governed by separate terms and conditions.

§ 8 Standards of work of the Salon

The service provider declares that employees are adequately trained to work in their position, as well as have all the required certificates, approvals and work permits in a capacity corresponding to their position.

Before proceeding with the Procedure, the employee is obliged to check the condition of his workplace and take care of having a stock of disposable and protective materials and sterilized tools.

The employee, before proceeding with the procedure, is obliged to disinfect the position, hands, and reusable tools.

Employees of the Clinic are obliged to perform recommended health tests to eliminate any diseases, infections, ailments and ailments that could expose clients to damage to health or move to clients.

In case of uncontrolled injury to the Client during the Procedure, the treatment is immediately interrupted, and the place of injury is immediately washed, disinfected and protected with a sterile dressing appropriate to the scale of the injury. The interrupted treatment is finished at a convenient time for the Client, at no additional charge, after prior agreement of the date and only after complete recovery.

§ 9 Obligations of the Service Provider

The service provider is obliged to: interview you about your health,

In connection with paragraph 1, the Commission shall, in accordance with the procedure referred 1 § 8 of these Visit Rules, receive from the Customer a written statement about the state of health,

to provide the Client with possible side effects, contraindications to the execution of the Procedure and non-surgical recommendations, to comply with hygiene and safety rules when performing the Services,

to disinfect or sterilize the tools used.

§ 10 Complaints

The Customer has the right to lodge a complaint about the method of performance of the Treatment/Service or its effects. To file a complaint, it is necessary to prove the performance of the Procedure in the Salon in any form.

A properly submitted complaint should contain personal data of the Client enabling him to identify and provide contact, and a description of the reason for the complaint along with the scope of requests.

Complaints are submitted in writing to the address of the clinic, or by e-mail to the following address: alteregoclinic@gmail.com

The Service Provider will consider the complaint within a maximum of 14 days of its acceptance and inform the Customer about its consideration on the contact details provided for this purpose.

§ 11 Personal data

The Customer's personal data are processed in accordance with the content and for the purposes indicated in the information clause, which the Client becomes acquainted with during the first visit to the Clinic.

§ 12 Final provisions

Each Client has the right to inspect the Regulations of visits, price list and certificates cited by the Service Provider.

For any damage to the salon equipment, customers shall be responsible without limitation in accordance with Art. 415 of the Civil Code. Their legal representatives are responsible for damage caused by minors.

The Service Provider reserves the right to change the Regulations of visits and inform the Customer about them before recording the visit, for important reasons, i.e.: changes in the law, changes in payment methods, changes in the provision of services - to the extent that these changes affect the implementation of the provisions of these Regulations. The new regulations enter into force on the day of publication on the clinic's website.

The current Rules of Visits are available in the Clinic in a place visible and accessible to clients.

All disputes arising out of the Services provided must first be resolved amicably. If no agreement is reached, disputes will be settled by the court.

If any provision of these Terms and Conditions is found to be invalid, illegal, or unenforceable, it will be excluded from these Terms and Conditions, which shall continue to apply to the fullest extent permitted by law.

These Visit terms and conditions apply from 01/08/2020.