

**botm Skin AESTHETIC CLINIC**  
**APPOINTMENT SCHEDULING AND CLINIC TERMS & CONDITIONS**

This page (together with the documents referred to on it) tells you the terms and conditions on which we supply any of the services (Services) listed on our website [www.botmskinaestheticclinic.co.uk](http://www.botmskinaestheticclinic.co.uk)(our site) to you. Please read these terms and conditions carefully before ordering any Services from our site. You should understand that by ordering any of our Services, you agree to be bound by these terms and conditions. The contract that is made between you and us is in the English language.

**1. HOW THE CONTRACT IS FORMED BETWEEN YOU AND US**

1.1 You must place your order using the on-line ordering process and by clicking the submit button to place your order. After placing an order, you will receive an e-mail from us acknowledging that we have received your order confirming that we have taken payment from your debit/credit card or your prepayment Invoice of payment and giving you an order reference number. Please note that this does not mean that your order has been accepted. Your order constitutes an offer to us to buy a Service. All orders are subject to acceptance by us, and we will confirm such acceptance to you by sending you an e-mail that confirms that the Services have been scheduled (Appointment Confirmation). The contract between us (Contract) will only be formed when we send you the Appointment Confirmation.

1.2 The Contract will relate only to those Services we have confirmed in the Confirmation. The Contract will relate only to those Appointment Request we have confirmed We will not be obliged to supply any other Service which may have been part of your order until such Services have been confirmed in a separate Confirmation. 1.3 We may refuse to accept your order prior to confirmation if the appointment is unable to be for filled; if we cannot obtain payment from your debit/credit card; No Appointment availability at the requested time; or we identify a Product or pricing error. We will send you an email confirming cancellation if any of these circumstances apply.1.4 If you have any enquiries about your order, please contact by email-[botmskinaestheticclinic@gmail.com](mailto:botmskinaestheticclinic@gmail.com)

**2. PLEASE NOTE THE POLICY FOR PRE PAYMENT AT THE TIME OF BOOKING.**

**3. HOW TO PLACE YOUR ORDER**

3.1 Select the Contact Us Button in the Menu bar and fill in the required information (Name, email and your message request). Request your services required in a brief message.3.2 Once received we will contact you with a product/services request form.3.3 On receipt of the request you will receive confirmation of your order/request.3.4 Once you have received the request confirmation please review your order carefully before submission to avoid any problems.3.5 once we receive confirmation request form you will be asked to provide payment information via secure web pages. 3.6 Confirmation email will be sent for Dispatch of products or confirmation and schedule of services booked.

**4. ARRIVAL AT THE CLINIC**

For your comfort we suggest you arrive 5-10 minutes prior to treatment start time.

**5. ARRIVING LATE**

Late arrival will deprive you of valuable treatment time. As a courtesy to the next client your treatment will end at the time originally scheduled.

**6. APPOINTMENT BOOKINGS**

We strongly recommend that you make your treatment bookings 2-3 weeks in advance to avoid disappointment.

**7. CANCELLATIONS**

24 hours notice of cancellation of all appointments is required to avoid a 100% charge. Missed appointments will also incur a 100% charge. This also includes pre planned courses, the missed treatment will be deducted from the course

#### 8. INVOICE OR CREDIT CARD BOOKING IS REQUIRED

Pre Invoicing if appointment scheduling is taken over the telephone or on-line. Cash, Credit / Debit card details are required for treatment scheduling to secure your appointment at the point of booking. Appointments will not be accepted without invoice pre-payment or cash, credit /debit card details securing your booking. Normal cancellation policies apply. Please note deposits are non refundable if the cancellations policy is not adhered to, individual and courses of treatment are applicable to these terms.

#### 9. GIFT VOUCHERS

Gift Vouchers are valid for 6 months and are non refundable and cannot be exchanged for cash or to purchase further Gift Vouchers. They can be exchanged for other treatments or to purchase goods. Extensions are considered at the discretion of the management.

#### 10. CHILDREN

For the convenience of other clients trying to relax and for safety reasons, we kindly request that you do not bring children with you for your treatment.

#### 11. MOBILE TELEPHONES

All mobile telephones must be switched off when entering the Salon for treatments. As we are a Clinic that use electrical equipment and needles it is not appropriate and can interfere with said treatments and potentially have side effects.

#### 12. ALL NEW CLIENTS

All new clients to the Clinic are required to attend a client consultation where a consultation for treatment and medical questionnaire will be required to be completed before the first appointment can be performed. Consultation fees applies. By law you are required to have a patch test prior to certain treatments, this will take place during the consultation providing all medical history is okay to progress and your suitability for treatment. Without patch tests we are unable to perform treatment.

GRATUITIES POLICY Your personal recommendation is our best reward.