



## **BELLE REJUVENATION LTD POLICIES AND TERMS AND CONDITIONS**

Please be aware by making a facial aesthetics or skincare appointment you acknowledge and agree to abide by these terms and conditions. Belle Rejuvenation Ltd reserves the right to cancel, reschedule or change treatments where reasonably necessary due to the effects of any of the provisions below.

### **BOOKING APPOINTMENTS**

Appointments with Belle Rejuvenation Ltd are required, no walk ins are permitted. To avoid disappointment we recommend you book your treatment in advance via [www.bellerejuvenation.com](http://www.bellerejuvenation.com), wix app, calling, texting or emailing us. We will send you a confirmation email on booking and a consent/ medical form to fill in. This will be sent via Faces Consent so please ensure you look out for this in your emails and check junk folders.

You will also receive an SMS reminder the day before your appointment. If you cannot make your appointment for any reason, please inform us as soon as possible so we can offer your appointment slot to another patient. Failure to give more than 24 hours notice may result in loss of deposit as per cancellation policy.

### **ARRIVAL**

We are situated in Church Gresley, Swadlincote, we kindly ask that you arrive alone as we are unable to accommodate additional persons who do not have appointments. Please arrive at your appointment on-time. If you are running late for any reason, please let us know as soon as possible as late arrivals may mean we are unable to honour your booking, or your treatment time may need to be reduced if we have scheduled appointments after yours.

On arrival please knock and await to be let in.  
Any inappropriate behaviour may be reported to the police.

### **LATE ARRIVALS**

We fully understand that sometimes being late is outside of your control. We will always do our best to accommodate late arrivals. (Within 10 minutes after your appointment) by performing the most complete treatment possible in the time remaining at the full price. Unfortunately, arriving 10 minutes after the scheduled time of your appointment will result in loss of deposit.

We recommend that you plan ahead for your visit to Belle Rejuvenation Ltd. We will be happy to answer any questions you may have about our location, parking and travel options.

  
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### **CANCELLATION POLICY**

Your appointments and well-being are very important to us. We understand that sometimes, unexpected delays can occur, making schedule adjustments. If you need to cancel your appointment, we respectfully request at least 24 hours notice.

- Any cancellation or reschedule made less than 24 hours will result in a cancellation fee. The amount of the fee will be equal to the deposit paid on booking.
- If you are more than 10 minutes late for your service, we may not be able to accommodate you. In this case, the same cancellation fee will apply. We will do our very best to reschedule your service for another time that is convenient to you however, another deposit may be required.
- If you miss your appointment the cancellation fee will apply.
- We require a deposit to hold your appointment. Cancellation fees will be charged by deduction of deposit.
- In the event of a true, unavoidable emergency, all or part of your cancellation fee may be applied to future services.
- If you decide to change your treatment to another your deposit can be switched over the other treatment.
- There are no refunds of deposits.

### **REFUND POLICY FOR SERVICES**

Our treatments are carried out by a qualified healthcare facial aesthetics practitioner. If you have had a treatment that you are unsatisfied with please



bring it to the attention of the aesthetics practitioner and follow the complaints procedure (detailed below). We do not give refunds on any treatments due to the high cost of the certified medical products we use, however, we will look into your concerns immediately and try to resolve the matter as quickly as possible.

### **SHIPPING POLICY**

Products will be despatched only after full payment is received. Delivery can take between 3-7 working days. Should you delivery not arrive, please contact us immediately so we can investigate.

### **REFUND POLICY FOR PRODUCTS**

We cannot give refunds on any products sold unless unopened, due to personal hygiene, health and safety reasons.

### **LOSS OR DAMAGE OF PERSONAL ITEMS**

Please keep your personal belongings with you at all times, and leave any valuables at home. There is a hook on the beauty/clinic room door to hang coats/bags.

### **CLEANLINESS**

We are committed to providing a safe, clinical, clean and hygienic environment at all times. All our equipment is sanitised/sterilised after each service.

All our products are sterile to reduce risk of infection.

All skincare is vegan and vegetarian friendly.

### **COMPLAINTS PROCEDURE**

It is our objective to ensure that every patient is delighted with the treatments they have at Belle Rejuvenation Ltd.

We recognise that on occasions things may not go to plan. If this does happen we will try to ensure we put things right at the earliest opportunity. This procedure advises how to bring things to our attention if you are not happy about the service that you have received.

We will ensure that all complaints are followed through, documented and when appropriate action is taken to prevent a recurrence.

The quickest and most effective way of resolving any problem is to bring it to our attention immediately. Please raise your concern with the aesthetic

practitioner. They will listen carefully to your concerns and do what they can to correct any problems.

All complaints need to be documented in writing via email to [katie@bellerejuvenation.com](mailto:katie@bellerejuvenation.com).

Please provide as much detail as possible, including details of your treatment, date and time of your appointment and your exact complaint.

Your complaint will be assessed and we aim to get back to you within 48 hours of receiving your complaint in writing.

## **CHILDREN**

Under 18's are not permitted at Belle Rejuvenation Ltd due to the nature of the products and treatments.

## **AGE RESTRICTIONS**

You must be over the age of 18 for all facial aesthetic and skincare treatments at Belle Rejuvenation Ltd.

## **PATIENT CONSENT & HEALTH CONDITIONS**

All patients will be required to complete a consent/medical form prior to their appointment. This is to ensure your safety as not all treatments or products are suitable for everyone. This will be sent via Faces Consent so please ensure you look out for this in your emails and check junk folders.

Failure to complete the consent/ medical form will result in cancellation of your appointment.

Please advise us of any health conditions, allergies, injuries or medications as these can impact the treatment we provide.

It is your responsibility to let us know of any changes in your circumstances before your treatment goes ahead. You will be asked to consent and clarify any changes in medical history prior to each appointment. Should you decide to have a different treatment a new form may be required.

## **THERAPIST/STAFF ILLNESS**

Unfortunately we may have to cancel your appointments due to aesthetic practitioner/staff illness and emergency. We will try our utmost to rebook for a day/time that is convenient. Should this be unavailable and you wish to not

rebook you are within your rights to request refund of your deposit. We will notify you as soon as we can if we need to cancel your appointment.

## **PRICING**

While we endeavour to keep our website and price lists updated, treatments and prices are subject to change without warning. All prices are inclusive of VAT at 20%. Thank you for your understanding.

## **PRIVACY POLICY**

Our contact details

Name: Belle Rejuvenation Ltd

Phone Number: 07947319700

E-mail: [Katie@bellerejuvenation.com](mailto:Katie@bellerejuvenation.com)

### **The type of personal information we collect**

We currently collect and process the following information:

Personal identifiers, contacts, medical conditions, and characteristics (for example, name, contact details and health conditions/ allergies)

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### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

To ensure your safety

To contact you

To keep you updated with offers and promotions

We use the information that you have given us in order to

Contact you.

Book appointments.

Keep records.

Consent.

Decide on appropriate treatments.

Keep you safe.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us at [www.bellerejuvenation.com](http://www.bellerejuvenation.com) or [katie@bellerejuvenation.com](mailto:katie@bellerejuvenation.com)**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

- (d) We have a vital interest.**
- (e) We need it to perform a public task.**
- (f) We have a legitimate interest.**

### **How we store your personal information**

Your information is securely stored on our booking applications, website and faces consent.

We keep your contact details and medical documents for the period you are a patient with us and any treatment details for 5 years post treatment. We will then dispose your information by deleting your details permanently off our applications.

### **Your data protection rights**

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [katie@bellerejuvenation.com](mailto:katie@bellerejuvenation.com) if you wish to make a request.

  
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### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [katie@bellerejuvenation.com](mailto:katie@bellerejuvenation.com)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire  
SK9 5AF

Helpline number: 0303 123 1113  
ICO website: <https://www.ico.org.uk>

