

General Terms & Conditions for By Chloe Leah Beauty

Please read carefully the list below of our General Terms & Conditions to familiarise yourself on how we operate.

Our commitment to our clients

1. All treatments provided by By Chloe Leah Beauty (CLB) will last for the specified duration purchased. i.e. a 55-minute treatment will last 55 minutes.
2. All new clients must complete a consultation form prior to treatment and will receive up to 5 minutes consultation in addition to their treatment.
3. Treatments will only be conducted if CLB deems the treatment safe for the client to receive. A full refund will be given if CLB is unable to carry out the treatment due to contra-indications.
4. GP/Consultant permission may be required before treatments can be provided.

Cancellation & No-Show Fee Charges Policy

- A booking is confirmed once CLB and the client have both agreed to a date, time, duration and location for a treatment, this includes the online booking system.
- If a cancellation is made more than 24 hours before a treatment, CLB will return the full deposit.
- If a cancellation is made within 24 hours of the treatment, the customer will be expected to pay a cancellation fee of the full value of the treatment session booked.
- This cancellation fee may be waived at CLB's discretion.
- If appointments are missed or not cancelled on the day with a valid notice, the full deposit will be charged. Please be aware that we are strict on our 24-hour cancellation policy. You can contact us by phone (answer phone is always on) or by email or by text.
- CLB has the right to cancel a treatment by giving 24-hours' notice.
- CLB has the right to cancel a treatment without notice if the room or environment is unsuitable for the treatment to be provided, or if the therapist is taken ill.

- CLB has the right to cancel a treatment without notice if the client is intoxicated or inebriated.
- CLB commits to rearranging treatments to a new time and date within two weeks of the cancelled treatment where possible.

Late Arrivals

- Late arrivals may, unfortunately, result in reduced treatment time. Therefore, out of respect for other clients and the therapists, please make sure you arrive on time for your treatments. Otherwise, you will have to wait until being able to be fitted in depending on the time allocation for the treatment or your treatment will be rescheduled to alternative time.

Inappropriate Behaviour

- Out of respect for both the therapist and client, CLB asks that underwear is always worn during all massage treatments, there are no exceptions to this rule.
- CLB has the right to terminate a treatment immediately if the client demonstrates any inappropriate or sexual behaviour.
- Payment will be collected for the full treatment price.
- If the therapist is unable to collect money before leaving, an invoice will be sent to the client's address.
- All invoices must be paid within 7 days of issue date otherwise further action may be taken.

Vouchers

- Vouchers can be used as payment towards any available, advertised treatments.
- Vouchers are only valid for one use.
- If the whole amount of the voucher is not used, another voucher for the remaining voucher sum will be issued.
- Vouchers are only valid for 12 months, up to and including the expiry date.
- Postage will only be charged for vouchers that are paid for online or over the phone and then posted.
- If postage is paid, but vouchers are delivered during a treatment, the postage fee charged will be returned to the customer in cash.
- Refunds are not available for vouchers already paid for and provided.

Website Content

- Website content will be authorised and managed at CLB's discretion, including testimonials.
- Photographs will only be displayed with the consent of the people in the photograph.
- Photograph consent may be obtained by CLB verbally, or in writing, if the client completes a photo release form.
- Photo release forms can be requested by phone or email.

Privacy

- Client treatment details will not be discussed with anyone other than the client unless the client is under the age of 18 or has a care worker or guardian.
- Consultations will only be discussed with the client unless the client is under the age of 18 or has a care worker or guardian.
- Consultation forms and treatment notes will be kept on file, securely by CLB.
- All new clients must complete a consultation form prior to receiving CLB treatments. Treatment notes will be taken during each treatment and kept on file.
- By signing the consultation form, clients are giving CLB permission to hold records and data about them.
- Personal information will not be shared with any third parties.

Young Clients

- Clients under the age of 18 must be accompanied by an adult.
- The adult must give permission for the treatment to be performed.
- The adult must co-sign the client's consultation form.
- The adult must be present in the room throughout the treatment.

Complaints Procedure

- If a client wishes to make a complaint about CLB, this must be emailed to the address hello@bychloe LeahBeauty.co.uk.
- Complaints must include the date and location of the incident, the full name of the complainant, details of the complaint and a desired outcome following the complaint.
- All complaints will be taken very seriously, and a response will be provided within 28 days.

Terms and Conditions for Everyday Heroes Discount

All members of the UK Emergency Services, NHS, Armed Forces and military veterans are entitled to receive 10% OFF their treatment at By Chloe Leah Beauty.

In order to redeem this discount.

(i) a valid proof of employment including ID must be presented or alternatively (ii) a valid Blue Light Card or Defence Privilege Card must be presented upon payment of treatment. Discount cannot be exchanged for (i) cash and is non-transferable. Discount cannot be used in (ii) conjunction with any other offer or promotion. Discount cannot be used to (iii) purchase gift cards. CLB reserves the right to refuse any ID that it deems to be invalid or fraudulent. CLB reserves the right to (i) cancel this offer at any time; (ii) refuse to allow any individual to participate in this offer; and (iii) amend these terms and conditions.