

Terms & Conditions

Set out below are the terms on which Face the Future Clinic Limited ("Face the Future") provides service to its patients.

Please ensure that you have read and fully understood them prior to booking any treatment with Face the Future.

1. Deposit and Cancellation Policy

To secure an appointment with Face the Future a deposit is required.

Booking a consultation: We take a fully refundable deposit of £25/£50, which is charged to your credit or debit card at the time of booking, for all our consultations including those that are free of charge. Your deposit can be refunded in clinic or used against treatments or products. Should you need to cancel or reschedule, we kindly ask that you call us 24 hours before your appointment. This allows us to manage our diaries effectively and offer the appointment time to another patient. Failure to give the full notice will result in the deposit being taken by the clinic.

Booking single treatments or pre-paid courses: We take a fully refundable deposit of £25/£50 (depending upon the cost of consultation/treatment), which is charged to your credit or debit card at the time of booking. A deposit is only taken once, at the beginning of the course, for pre-paid courses. Your deposit can be refunded in clinic or used against treatments or products. Should you need to cancel or reschedule, we kindly ask that you call us 24 hours before your appointment. This allows us to manage our diaries effectively and offer the appointment time to another patient. Failure to give the full notice will result in the deposit being taken by the clinic or for pre-paid treatments, the treatment being redeemed by the clinic.

Deposit charges are as follows: treatments up to the value of £300 a deposit of £25 will be charged and for treatments over the value of £300, a deposit of £50 will be charged at the time of booking. Deposits can be used towards payment for treatment or left on your account for future treatments. Should deposits remain unclaimed by the client following twelve months of inactivity, Face the Future reserves the right to forfeit the deposit and not allow it to be used towards treatments.

2. Appointments and cancellations

All nurses and clinicians at Face the Future are trained and approved in accordance with the Company's treatment protocols and therefore Face the Future does not guarantee continued treatment with a named nurse or clinician.

If you are unable to attend your appointment, please contact us immediately on 0113 282 77 44. We will need to know that you wish to cancel 24 hours before your appointment is due. Failure to cancel or rearrange at least 24 hours before your appointment will result in the loss of the treatment from your pre-paid course or deposit being redeemed.

Please arrive for your appointment at least 10 minutes in advance so that the necessary paperwork can be completed. Late arrival may result in reduced treatment time or forfeiting of the appointment. Face the Future will endeavour to ensure that your appointment runs to time; however, should we need to cancel or postpone your appointment at short notice, we will make every effort to contact you in advance.

Prior to your appointment we will inform you of any preparation required in advance of your treatment. Failure to follow the guidelines may result in cancellation of your appointment, reduced treatment time, or additional fees being charged.

Any patient who requires treatment and brings a child with them must ensure that they also bring another adult with them to chaperone the child whilst the patient is being treated. Failure to bring an adult chaperone with any child will result in the treatment being cancelled and loss of the pre-paid course

treatment or deposit. No children under the age of 16 years must be left unattended within the clinic at any time.

3. Courses of treatments

All treatments purchased as a course must be paid for in full in advance of the first treatment. All treatment courses (except tattoo removal*) must be taken within 18 months of the date of purchase; any treatments left untaken after 18 months will be forfeited.

*Tattoo removal treatments must be taken within 24 months of the date of purchase; any treatments left untaken after 24 months will be forfeited.

Pre-paid courses are non-refundable.

4. Laser Treatments, Tattoo Removal and IPL

For insurance purposes Face the Future will:

- I. undertake a skin patch test on each area to be treated at least twenty-four (24) hours before the commencement of a course of treatment or in accordance with the manufacturer's instructions.
- II. undertake a new skin patch test at least twenty-four (24) hours before a treatment if:
 - a. 6 months or more has elapsed since the last treatment;
 - b. a different area of the body is to be treated;
 - c. the laser or intense pulsed light machine has been replaced; or
 - d. the machine has been re-calibrated.
- III. record the results of all skin patch tests on the client's record card.

5. Treatment suitability

We will always assess whether treatment is suitable for you, or likely to be successful, prior to any treatment being carried out. If treatment is not suitable, we will inform you as to the reasons why. Where this is the case, you will only be liable for the cost of the initial consultation, where applicable.

6. Liability

Face the Future will not be liable in contract, tort or otherwise for any economic loss (including, without limitation, loss of profit), or for any other special, indirect or consequential loss or damage arising out of, or in connection with, its provision of any goods and/or services to the patient.

It is the patient's responsibility to ensure that he or she provide Face the Future with all relevant medical details prior to each treatment. Face the Future will not be liable for any damage that occurs as a result of the patient's failure to disclose such details.

The patient agrees to comply with all instructions and/or recommendations given to them by, or on behalf of, Face the Future regarding the care of a treated area. Nothing in these terms of business shall exclude or limit Face the Future's liability for death or any personal injury resulting from Face the Future's negligence.

7. Your right to complain

Face the Future endeavours to treat all its patients appropriately, compassionately and fairly. If, however, you have an issue with any matter in relation to your treatment at Face the Future you are entitled to lodge a complaint, either in person, by telephone or in writing. If you require assistance with making your complaint, Face the Future will be pleased to help and support you through the process.

The member of staff who initially receives the complaint will convey the details to the Clinic Manager or their designated deputy. Where this cannot be resolved immediately, you will receive a letter within three working days to confirm that an investigation into the matter is underway and that a response will be made as soon as possible.

Complaints of a non-medical nature will be handled in their entirety by the Clinic Manager and the Group Managing Director.

If your complaint is treatment related the matter will be discussed with the relevant practitioner and may require you to attend an additional consultation with that practitioner or an alternative member of the clinic's medical team, including the Medical Director. The objective of this is to fully understand your concerns, review your complaint and determine a solution. Face the Future aims to furnish you with a full written response within 20 working days or where this is not possible, an explanation as to the cause of the delay.

Complainants who are not happy with the local resolution are referred to the Group Managing Director. The complaint will be further reviewed within 20 working days and you will be provided with a final written response. If the investigation requires further time, you will be provided with an explanation as to the cause of the delay.

8. In Clinic Product Sales

To enhance in clinic treatments, a range of products are available to purchase in clinic. These products are sold in clinic on behalf of Face the Future Online Limited:

- I. The clinic operates as an agent of Face the Future Online Limited
- II. The clinic will take payment for products on behalf of Face the Future Online Limited
- III. The clinic makes no profit on the product sales and will pay the exact amount received to Face the Future Online Limited
- IV. You, the customer, give us permission to make the payment to Face the Future Online Limited
- V. Sales of products are in addition to the costs of any clinical services you have purchased

9. 10% discount for NHS

- I. 10% discount applicable to all treatments.
- II. Not to be used in conjunction with any other offer or promotion.
- III. Proof of employment required i.e. valid employment card/recent pay slip and valid photo identification if not on employment card.
- IV. Validation required when treatment purchased.
- V. Offer available to new and existing patients.
- VI. Face the Future reserves the right to withdraw this offer at any time.