

APPOINTMENTS AND CANCELLATIONS

All practitioners at **SMOOTH'D LTD** are trained and registered NMC Nurses, GMC Doctors and NVQ Laser & Beauty Therapists.

All practitioners are registered and approved in accordance with the company's treatment and manufacturer protocols. **SMOOTH'D** does not guarantee continued treatment with a named nurse or therapist. **SMOOTH'D** does not guarantee appointment dates or times, these are subject to availability.

If you are unable to attend your appointment, we require 48 hours' notice. Failure to give the required notice will result in you losing your booking/consultation fee. If you wish to rebook, you will be charged a re-booking fee of GBP£50.00.

Clients who have purchased a course of treatment but fail to attend their appointment/s will not be entitled to a refund for their missed treatment.

Please arrive for your appointment at least 5-10 minutes in advance so consultation paperwork can be completed and photographs of your treatment areas can be documented. The details of which are for our use only and kept confidential. We Late arrival may result in reduced treatment time or forfeiting of the appointment. **SMOOTH'D** will always endeavor to ensure that your appointment runs to time and will endeavor to keep you informed of any delays. 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.

REFUNDS

Full priced treatments are non-refundable after 7days.

We do not offer refunds in any of the following circumstances:

- Treatment is non-refundable once undertaken. However, if you are unsatisfied, we will always endeavor to review any treatment that has been undertaken.
- Voucher campaign or discounted treatments are non-refundable.
- Skin care cosmetic items are non-refundable.
- Treatment is non-refundable should you become medically unsuitable during treatment or after the first consultation has taken place, a credit or alternative treatment will be offered (where possible) to be used within 12 months. We may ask for written evidence in most cases.

Vouchers: If you are booking through one of our promotional offers, please be ready to give us the security code **over** the phone when you're booking your appointment, and also please ensure you bring a copy of your voucher into the clinic (where applicable).

Treatments will be offered at the clinic to which voucher purchased, but where the service is not available at chosen location you may be offered an alternative **SMOOTH'D** clinic. Travel to an alternative clinic is at the cost of the client.

Please note our voucher deals are, **ONE VOUCHER PER CLIENT PER TREATMENT ONLY.**

Daily deal vouchers are valid for 120 days from date of purchase

LASER HAIR PACKAGES

We are able to offer great value and speedy laser treatments using industry leaders Alma lasers. Our treatment times are extremely fast and efficient due to the advances in our laser technology with treatment times taking less than 10 minutes and full body treatments less than 60 minutes. On average we treat most clients in less than 30 minutes.

Please shave the area the day before your treatment, failure to do so may result in a lost session.

Due to the overwhelming popularity of our discounted laser hair packages, it is imperative that all sessions are attended. By purchasing a course of treatments you are entering into a contract with **SMOOTH'D**. If you fail to attend and have not given us 48 hours notice, then you forfeit the complete course of treatments.

If you are late for your appointment/treatment areas are unshaven, the session will be forfeited and no refund or alternative appointment will be offered.

If for any reason an appointment is postponed/cancelled by us, we will always offer an alternative date. We are unable to offer any refunds on this basis.

All treatments purchased as a course, must be paid for in full in advance of the first treatment. All treatments must be taken within 12 months of the date of purchase; any treatments left untaken after 12 months will be forfeited.

TREATMENT SUITABILITY

All tattoos/pigmentation/scars must be fully covered prior to any laser treatments.

We will always assess whether treatment is suitable for you, or likely to be successful, prior to any treatment being carried out. We are unable to guarantee results. You will only be liable for the cost of the initial consultation, where applicable.

Clients undertaking any laser treatment and have had treatment for cancer must be in remission for a minimum of 5 years before treatment can be undertaken.

RESOLVING COMPLAINTS

SMOOTH'D endeavors to treat all its clients appropriately, compassionately and fairly. If, however, you have an issue with any matter in relation to your treatment at **SMOOTH'D**, you are entitled to lodge a complaint, either verbally, by telephone or in writing.

The member of staff who initially receives the complaint will convey the details to the Clinic Manager or their designated deputy, and you will receive either an email or telephone call within 10 days of lodging the complaint that an investigation into the matter is under way.

During the course of the investigation, **SMOOTH'D** may require you to attend an additional consultation with the practitioner involved in your treatment, if this is deemed appropriate. If you are not satisfied with this initial attempt at resolution, or have any objection to being seen by this practitioner, the clinic Manager will review your case.

If the complaint cannot be resolved locally, the matter will be referred to the appropriate Director at **SMOOTH'D**.