

<<INSERT NAME>>

## TERMS AND CONDITIONS

### BACKGROUND:

These Terms and Conditions are to be read in conjunction with the following apply:

- A. to provision to customers of the Salon (the "Services" is defined in Clause 1 below) by the Salon, namely <<Insert Name>> of <<Address>>] **OR** [a company registered in <<Country of Origin>> with company number <<Company Registration Number>> whose registered office is <<Address>>]; and
- B. where the customer is a "Consumer" as defined by the Consumer Rights Act 2015.

### 1. Definitions and Interpretation

- 1.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions shall have the following meanings:

**"Business"**

trade, craft, or profession carried on by a person/organisation;

**"Consumer"**

as defined by the Consumer Rights Act 2015 in relation to these Terms and Conditions, a natural person who is a customer of the Salon who receives the Services for their personal use and for any other purpose only outside the purposes of any business;

**"Data Protection Legislation"**

the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) or replaced from time to time

**"Regulations"**

Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013;

**"Salon/We/Us/Our"**

<<Insert Name of Salon>> whose place of business address is [the same address as the registered office address] and includes all employees of the Salon;

**"Services"**

the treatments, facilities, services, products and materials which we provide;

**"You/Your"**

who is a customer of the Salon.

- 1.2 Unless the context otherwise requires, each reference in these Terms and Conditions to:

1.2.1 "these Terms and Conditions;" shall be a reference to these Terms and Conditions;

1.2.2 a Clause or paragraph shall be a reference to a Clause of these Terms and Conditions;

- 1.3 The headings used in these Terms and Conditions are for convenience only and shall not affect the interpretation of the Terms and Conditions;



### 2.9.2 An event out

### 2.9.3 We find that y

If We cancel an appointment  
any deposit or other  
appointment;

2.10 We will use all reasonable time which You have available prior to the previous appointment to <<insert time period>> arrive for an appointment at the scheduled time. You may cancel or reschedule a deposit or other appointment; and

2.11 Where the contract Regulations give You in addition to the right You may for any reason accept that booking, which is before the end to provide any Service not cancel that or the accordance with Clause covered by that booking must confirm this in a Sub-clause 2.11, and booking, We will refuse cancellation less the booking that You have

### 3. Fees and Payment

3.1 You must pay in accordance with the terms of those that We have agreed with you.

3.2 You may pay Us for the Services on account of that payment.

### 3.2.1 <<insert met

### 3.2.2 <<insert met

### 3.2.3 <<insert met

### 3.2.4 <<insert add

3.3 We may alter Our rates if there are significant increases between the date of the last adjustment and the appointment, the cost of the Services or the cost of those Services on the date of the appointment.

### 3.4 All prices of Service

#### 4. Eligibility for Treatment

4.1 You confirm that, in

control continues for more than

(as defined in Clause 1 above);

ances We will refund to You in full  
t You have made to Us for that

part the Services at the appointment may be delayed by overrun of a session. If a delay to the start is at least 15 minutes, we will refund to You in full any fee You have made to Us for that session.

not made on Our premises, the sub-Clause 2.11, and they will be above provisions of this Clause 2. During the 14 day period after We book any appointment(s) on a date You have expressly requested Us to make, if we do so, You may cancel any other appointment(s) booked by You. If You cancel as allowed by this clause, we do not require any payment(s) to Us for the cancellation. You must pay for them in full within 14 days of receiving Your booking confirmation or appointment(s) covered by that

List for all Services on completion  
vided to You:

deposit or other advance payment  
by the following methods:

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or

but if the price of any Services  
an appointment and the date of  
not apply to Your appointment for

are inclusive of VAT.

request(s) to receive any Services

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from Us, You are and

as defined in Clause 1 above;

4.2 We will not provide You unless You are aged <<insert age e.g. 16>> or over

you unless You are aged <<insert age e.g. 16>> or over; evidence of Your age for that purpose;

4.3 We will not provide You if You are aged under <<insert age e.g. 18>> unless You are aged <<insert age e.g. 18>> or over. We may require evidence of Your age for that purpose

you if You are aged under <<insert age e.g. 18>> or over. We may require evidence of Your age for that purpose

4.4 If You have a medical condition or on-going medical condition, We advise You to inform Us of that condition before treatment when You attend the Salon. We will be entitled to cancel the appointment (or the part of it) and to treat the appointment (or the part of it) as set out in the Terms and Conditions

tments may be unsuitable for You. If You do not tell Us at that time, We will be entitled to cancel the appointment (or part of it) and to treat the appointment (or part of it) as set out in the Terms and Conditions

4.5 If You suffer from a skin condition, We may require You to take a patch test before treatment

tion,, We may require You to take a patch test before treatment

4.6 We advise You not to have any facial treatments immediately before or after heat treatment

d/or facial treatments immediately before or after heat treatment

4.7 [If you are pregnant or breastfeeding, We advise You not to have aromatherapy treatments during the first 3 months of pregnancy]

to have aromatherapy treatments during the first 3 months of pregnancy]

## 5. Salon Rules

We do not permit You to:

[5.1] smoke or make or use any fire

at the Salon's premises[.]; or]

[5.2] [be accompanied at the Salon by any child/ren under the age of <<insert age e.g. 16>> unless supervised by an appropriate member of staff to supervise them.]

by any child/ren under the age of <<insert age e.g. 16>> unless supervised by an appropriate member of staff to supervise them.]

## 6. [Gift Vouchers

6.1 Gift vouchers are available at the Salon reception desk

location e.g. the Salon website, the Salon reception desk

6.2 Gift vouchers are available in the sum of <<insert sum(s) e.g. £10>>] AND/OR [for specific treatments or products]

of <<insert sum(s) e.g. £10>>] AND/OR [for specific treatments or products]

6.3 Gift vouchers are valid for a period of <<insert period e.g. 12 months>> where no period is specified

specified on the gift voucher or, where no period is specified, the period of validity shall be 12 months

6.4 Gift vouchers may be used to purchase treatments or products which We provide at the Salon

treatments or products which We provide at the Salon, but not for cash. [Gift vouchers may not be used partly or wholly for cash.]

## 7. Limitation of Liability

7.1 We will be responsible for any loss or damage that You may suffer as a result of Our breach of the Terms and Conditions or as a result of Our negligence. Loss or damage that is an obvious consequence of Our breach or negligence and which is not reasonably foreseeable by You and Us when Our contract with You is entered into shall not be recoverable

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7.2 We provide or sell goods or materials for Your personal and private use/purposes. We do not warrant that goods or materials supplied to You are fit for commercial, business, industrial, or other purposes of any kind (including

y for Your personal and private use/purposes. We do not warrant that goods or materials supplied to You are fit for commercial, business, industrial, or other purposes of any kind (including

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## 8. Changes to Terms and Conditions

## 9. How We Use Your Personal Information (Data Protection)

- 9.2 We may use Your personal information in the following ways:

- 9.2.4 We will not pass on any information to any other third parties without first obtaining your permission.

## 10. Regulations

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already apparent from the information itself either in the information itself or We will make it available to You before the information will, as required by the Regulations, be made available to You with You as a Consumer.

## 11. Information

As required by the Regulations

- 11.1 all of the information
- 11.2 any other information which You take into account when making any other decision

will be part of the terms of Our contract with You as a Consumer

## 12. Complaints

We always welcome feedback and, whilst We always use all reasonable endeavours to ensure your experience as a customer of Ours is a positive one, We nevertheless accept that you may have a complaint. If You have any complaint about the Salon or any of Our Services, please contact the person to contact>> who details in the post>>].

## 13. No Waiver

No failure or delay by Us in exercising our rights under these Terms and Conditions means that We do not intend to waive any subsequent breach of any provision of these Terms and Conditions.

## 14. Severance

If any provision of these Terms and Conditions is held by any competent authority to be invalid or unenforceable, the validity of the other provisions of these Terms and Conditions shall not be affected.

## 15. Law and Jurisdiction

- 15.1 These Terms and Conditions shall be governed by, and construed in accordance with, the law of England & Wales [Scotland].
- 15.2 As a consumer, you agree that the mandatory provisions of the law in your country of residence shall not reduce your rights.
- 15.3 Any dispute, controversy or claim between you and Us relating to these Terms and Conditions shall be subject to the jurisdiction of the courts of England and Wales [Scotland] if you are resident in your country of residence.

saction. We have included the information for You to see now, or We will make it available to You before the information will, as required by the Regulations, be made available to You with You as a Consumer.

; and  
You about any Services or the Salon which You take into account when making any other decision;

a Consumer

rs and, whilst We always use all reasonable endeavours to ensure your experience as a customer of Ours is a positive one, We nevertheless accept that you may have a complaint. If You have any cause for complaint about the Salon or any of Our Services or any other complaint, please contact the person to contact>> who details in the matter with <<insert name of person to contact>> Salon [or << by phone or email or post>>].

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held by any competent authority to be invalid or unenforceable, the validity of the other provisions of these Terms and Conditions shall not be affected.

and the relationship between you and Us (whether or not you are a consumer) shall be governed by, and construed in accordance with, the law of England & Wales [Northern Ireland] [Scotland].

mandatory provisions of the law in your country of residence shall not reduce your rights. Clause 15.1 above takes away or restricts those provisions.

claim between you and Us relating to these Terms and Conditions, or the relationship between you and Us (whether or not you are a consumer) shall be subject to the jurisdiction of the courts of England and Wales [Northern Ireland], as determined by your residency.