

Terms and Conditions

1. Consultation

A consultation may be required for certain treatments where a course of treatments is recommended. A non-refundable charge of £50 is required at the time of booking, which will be deducted from the total cost if you proceed with the treatment course.

Your consultation will be conducted by a fully qualified therapist who will perform your treatment. This session allows you to ask questions and discuss treatment plans. Please allocate 30-45 minutes for your consultation.

If you cancel your consultation less than 48 hours before the appointment, a 50% cancellation fee will apply. However, no cancellation charge will be applied if the consultation is rescheduled (availability permitting). Rescheduling is allowed only once.

2. Booking and Payment Conditions

Appointments are allocated on a first-come, first-served basis. To secure a time slot, full payment is required in advance. For treatment courses, a 50% deposit must be made within 48 hours of agreeing to the appointment schedule. This ensures diary availability and therapist commitment. If you have preferred time slots, we strongly recommend securing them promptly with payment.

All payments must be cleared by the due date specified on your Information Sheet. An appointment is only considered "Confirmed" once payment is received.

Accepted Payment Methods:

- Bank transfer - You will find our bank details included with your quote in the Information Sheet
- Card (via Stripe platform) – Please review [Stripe's card processing fees](#) (no extra cost to you, but deducted from what you pay us), as these affect refund requests.

3. Punctuality & Courtesy

To ensure the best experience, clients are encouraged to arrive on time. Late arrivals will result in reduced treatment time to accommodate subsequent clients. Arriving more than 5 minutes late will shorten your session accordingly.

4. Cancellation Policy

4.1 Your Right to Cancel

All cancellations or appointment changes must be made in writing.

- A minimum of 48 hours' notice is required for cancellations or changes.
- Cancellations made with less than 48 hours' notice will incur a charge of 50% of the total treatment value.
- Same-day cancellations or no-shows will result in full payment being forfeited.

As we cannot assess individual circumstances, no exceptions will be made to the above conditions.

4.2 How to Cancel or Reschedule

Cancellations must be submitted in writing via email to info@cosmeticbeautyuk.com (Monday - Friday, 9:00 AM - 5:00 PM).

4.3 Cancelling a Course of Treatments

- A full refund for pre-paid courses will be issued if requested within 14 days of purchase, provided no treatments have been received.

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- If treatments have started, refunds will be calculated by deducting the full price of treatments received from the total amount paid. Discounts applied to treatment packages will not be considered for treatments already undertaken.

4.4 Refunds for Card Payments

When making a payment by card, you acknowledge that Stripe card processing fees are non-refundable to us; therefore, we cannot refund them to you. In the event of a refund request, **Cosmetic Beauty Limited will only refund the amount received after Stripe has deducted its processing fees.** A screenshot from the payment system will be provided for transparency and your acknowledgment before the refund is processed.

4.5 Late Arrivals

If you arrive late, treatment time will be reduced accordingly. If you are more than 15 minutes late, we reserve the right to cancel the appointment or offer a shorter treatment at full price. Please call us if you anticipate a delay.

4.6 No-Shows

Failure to attend an appointment without notice will result in the full treatment price being charged. This amount is non-transferable, non-refundable, and non-negotiable.

5. Mobile Phones

For the comfort of all clients, please switch mobile phones to silent mode during your appointment.

6. Valuables

Clients are responsible for their personal belongings. Please ensure you retrieve all valuables before leaving, as Cosmetic Beauty Limited is not liable for lost or misplaced items.

7. Home Visits

7.1 Home Visits in London

A "Home Visit" refers to a treatment session conducted outside our clinic. These visits require additional time beyond the treatment duration (often exceeding 3 hours). When available, home visits will incur additional charges as follows:

- Concierge Fee: £50
- Travel Time 'To and From': Billed at an hourly rate
- Taxi Fare: Reimbursed based on actual fare (receipt provided)

For example, a **1-hour home visit** will start from:

Treatment Fee + Concierge Fee (£50) + Travel Time + Taxi Fare. $\pounds 165 + \pounds 50 + \pounds 165(1h) = \pounds 380$ + Taxi fare (to and from)

7.2 Home Visits for Out-of-Town Clients

We offer concierge services for clients outside London who require discretion and confidentiality. Please contact us to discuss your specific needs, and we will create a bespoke treatment package for you.

For any further inquiries, please contact us at info@cosmeticbeautyuk.com.