

# Ever After

VITALITY CENTRE  
EST 2015

## Ever After Vitality Centre

### Terms & Conditions

By booking an appointment with Ever After Vitality Centre, you agree to the following Terms & Conditions.

#### 1. Booking Policy

##### Cancellation and Rescheduling

- A minimum of 48 hours' notice is required for cancellations or rescheduling appointments.
- Appointments lasting 2+ hours require a minimum of 72 hours' notice for changes or cancellations.
- Appointments lasting 4+ hours require a minimum of 7 days' notice for changes or cancellations.
- Charges will apply for late cancellations and non-attendance. Any late cancellations or missed appointments must be paid in full.

##### Non-Refundable Booking Fees and Payments

- Deposits, booking fees or pre-payments may be required for certain appointments.
- All booking fees and pre-payments are non-refundable and will be deducted from the total treatment cost where applicable.

##### Practitioner-Specific Bookings

- For treatments booked with Shari of Holistic Kneads, a 25% non-refundable booking fee is required and paid to Ever After Vitality Centre. The remaining 75% must be paid directly to Shari via cash or bank transfer.
- Any treatments booked with Chloe must be paid in full directly to Chloe via bank transfer or cash.
- Prescription injectable treatments require an in-person consultation with our prescriber prior to booking any treatment appointment.

##### Client Responsibility for Bookings

- It is the client's responsibility to ensure that the correct consultation, review appointment or patch test has been booked and completed before booking their main treatment.
  - We are unable to monitor or verify every booking made online or in person.
- If a client attends an appointment that cannot proceed due to a missing or incomplete consultation, review or patch test, the appointment will still be chargeable in full.
  - If you are unsure what appointment is required, we strongly recommend contacting us prior to booking so we can advise you appropriately.

#### 2. Appointment Policies

##### Patch Tests

- Patch tests are required for some treatments at least 24 hours prior to the appointment.
  - It is the client's responsibility to book and attend patch test appointments.
- If a patch test has not been completed, treatment cannot be carried out and the appointment will still be charged if within the cancellation period or if you attend without having completed the patch test.

##### Appointment Timings

##### Late Arrivals

- If you arrive late for your appointment, we will assess whether the remaining time allows the treatment to be carried out safely and effectively.

- If your lateness means the treatment cannot proceed or cannot be completed in full, the appointment will still be charged in full.

- A new appointment will need to be booked and paid for separately.

#### Early Arrivals

- Please do not arrive early for your appointment.
- If you arrive ahead of your scheduled time, please wait in your car.
- You may contact us via text on 07915071506 or call 01908613353 to enquire if earlier access is possible.
- Due to limited space, this cannot always be accommodated.

#### Punctuality

- While we aim to keep strictly to appointment times, delays may occasionally occur due to unforeseen circumstances.
- Your patience and understanding are appreciated.

#### 3. Refunds, Packages and Exchanges

- Ever After Vitality Centre does not offer refunds on any treatments, services, packages, courses, booking fees, deposits, pre-payments or gift vouchers.
- This includes partially used packages or individual treatments within a package.

#### Exceptional Circumstances

- In exceptional circumstances only, Ever After Vitality Centre may, at its sole discretion, offer a conversion or exchange of a package or part of a package.
- Any conversion or exchange offered is not guaranteed and is assessed on a case-by-case basis.
- No cash refunds or part refunds will be issued under any circumstances.

#### 4. Health Policies

- Clients must disclose all relevant medical conditions, medications, allergies, recent procedures or treatments prior to any appointment.
- Failure to disclose relevant health information may result in treatment refusal without refund.
- We reserve the right to refuse or stop treatment if it is deemed unsafe, unsuitable, or not in the client's best interests.

#### 5. Client Conduct

##### Service Refusal

We reserve the right to refuse service to:

- Anyone displaying inappropriate, abusive or disrespectful behaviour towards staff or clients
  - Clients under the influence of alcohol or drugs
  - Clients deemed unsuitable for treatment
- Late arrivals where treatment cannot safely proceed
- Clients who have not followed required pre-treatment advice

#### Children and Pets

- For safety, insurance and hygiene reasons, children and pets are not permitted in treatment rooms unless expressly agreed in advance.

#### 6. Minors

- Clients under 16 must be accompanied by a parent or legal guardian, who must remain present at all times.
  - Some treatments are not suitable for individuals under 18.
  - Please contact us prior to booking for anyone under 18.
  - Valid photo ID may be required for certain treatments.

#### 7. Gift Vouchers

- Gift vouchers are non-refundable and cannot be exchanged for cash.
  - Vouchers must be presented at the time of treatment.
- Gift vouchers are valid for 12 months from the date of purchase unless otherwise stated.
  - Promotional vouchers may have a shorter validity period.

#### 8. Special Offers and Discounts

- Special offers and discounts cannot be combined.
- Offers are subject to availability and may be withdrawn or amended at any time without notice.

## 9. Loyalty Points System

### Earning Points

- Points are awarded for treatments and product purchases at Ever After Vitality Centre.
  - Points have no cash value and accumulate over time.

### Using Points

- Points may be used towards selected treatments.
- £50 value is applied per 5000 points for new treatments.
- £25 value per 5000 points applies for treatments previously received.
- Points must be redeemed alongside a fully paid treatment on the same day.

### Booking with Points

- Points must be declared at the time of booking and noted in booking comments.
  - Some treatments are excluded from points usage.
  - Points may not be redeemable during peak periods.

### General

- Participation in the loyalty scheme is optional.
- Ever After Vitality Centre reserves the right to amend or withdraw the scheme at any time.
  - Loyalty cards must be presented to collect and redeem points.

## 10. Model Bookings and Photography/Videography

### Model Bookings

- Discounted model appointments may be offered for training, education, content creation or portfolio purposes.
- By booking a model appointment, clients consent to photography and videography for these purposes.

### Photography and Videography in General Appointments

- Photos or videos will only be taken and used with explicit client consent.
- Where consent is provided, content may be used across websites, social media, advertising, educational materials and other media related to Ever After Vitality Centre, S.A.M. Clinics, staff or students.

## 11. Treatment Outcomes and Expectations

- Results vary between individuals and no guarantees can be made regarding outcomes.
- Follow-up treatments may be required to achieve desired results and are chargeable unless otherwise agreed.

## 12. Independent Practitioners and Service Provision

- Ever After Vitality Centre operates as a collaborative environment made up of independent, self-employed practitioners.
  - While we work together as a professional and supportive team to provide a high standard of care and client experience, each practitioner operates their own independent business.
- When booking an appointment, you are entering into a direct agreement with the individual practitioner providing your treatment, not with Ever After Vitality Centre as a legal service provider.
  - Each practitioner is fully responsible for:
    - The treatments they provide
    - Clinical decisions and outcomes
    - Client care before, during and after treatment
  - Maintaining appropriate qualifications, insurance and professional standards
- Payment arrangements may vary depending on the practitioner, and clients are responsible for following the payment terms outlined at the time of booking.
- Ever After Vitality Centre provides the premises, facilities, and booking platform to support practitioners but does not assume liability for treatments carried out by independent practitioners.
  - Any clinical questions, concerns or complaints relating to a treatment should, where appropriate, be directed to the practitioner who performed the service. However, Ever After Vitality Centre will assist in facilitating communication and ensuring concerns are addressed appropriately.

## 13. Price Changes

- Prices may be amended at any time without notice.
- Clients will be charged the price agreed at the time of booking.
- Prices quoted at consultation for bespoke treatments are valid for 30 days unless stated otherwise.

#### 14. Complaints

- Any concerns or complaints should be raised directly with Ever After Vitality Centre as soon as possible so we can address them promptly and fairly.
  - Where a complaint relates to treatment carried out by an independent practitioner, Ever After Vitality Centre will act as a point of contact to support communication, however the responsible practitioner will remain accountable for investigation and resolution.

#### 15. Force Majeure

- Ever After Vitality Centre shall not be held liable for cancellations or delays due to circumstances beyond our control, including but not limited to illness, extreme weather, power outages or emergencies.

#### 16. Data Protection

- All personal data is handled in accordance with UK data protection legislation and is used solely for the purpose of providing services and managing bookings.

#### 17. Keeping in Touch with Clients

- From time to time, Ever After Vitality Centre may contact clients with appointment reminders, service updates, important clinic information, or details about special offers, events or changes within the business.
  - Communication may be sent via email, SMS, WhatsApp or telephone.
- Clients can update or withdraw their communication preferences at any time by contacting us directly.
- Ever After Vitality Centre does not sell, share or disclose client personal information to any third parties for marketing or any other purposes.
- All client communication and personal data is managed in accordance with UK data protection legislation and our Privacy Policy.

### **Ever After Vitality Centre MK**

<https://linktr.ee/everaftermk>

Call/Text/WhatsApp: **07915 071506**

Call Salon Landline: **01908 613353**