

THE
BODY BOUTIQUE
Clinic
LONDON

TERMS & CONDITIONS

of Service, Treatment & Product Sales

The Body Boutique Clinic LTD
Limited Company Number: 16751114

Registered in England & Wales 58–60 Kensington Church Street,
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By proceeding with a booking or purchase, you confirm that you have read,
understood, and agree to be bound by these Terms & Conditions.

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1. Introduction & Definitions

These Terms (“Terms”) apply to all treatments, consultations, services, and product sales provided by The Body Boutique Clinic LTD (“the Company”, “we”, “our”, “us”).

- Client / You: Any individual booking, receiving, or purchasing a treatment, service, or product.
- Treatment: Any aesthetic, skincare, body, injectable, massage, or multi-session procedure offered by the Company.
- Booking: Any confirmed appointment via phone, email, social media, or other platforms used by the Company.
- Products: Any skincare products, retail items, or goods sold by the Company, in-clinic or online.

By making a booking or purchase, you confirm that you have read, understood, and agreed to these Terms. We may amend these Terms at any time; the latest version is available on our website.

2. Clinic Hours & Availability

Opening Hours:

- Monday - Friday: 09:00 - 20:00
- Saturday - Sunday: 09:00 - 21:00

Appointments outside these hours may be available by prior arrangement. Hours may vary for bank holidays, staff training, or operational reasons.

3. Bookings & Appointments

Making a Booking: Subject to availability; confirmed only on receipt of deposit or full payment. The Company reserves the right to decline bookings at its discretion.

Appointment Confirmation: Confirmation is sent via phone, email, or social media platform used. Clients are responsible for checking details and notifying us of any errors.

Late Arrivals: Arrive at least 10 minutes before the appointment. Arrivals over 15 minutes late may be treated as a no-show; deposits may be forfeited.

Client Age Requirements: Clients must be 18+. ID may be requested. No clients under 18 will be treated.

4. Deposits & Payment Terms

- Deposits secure bookings and are non-refundable except if the Company cancels or reschedules.
- Remaining balances are due on the day of treatment. We accept cash, bank transfer, and major debit/credit cards. Cheques are not accepted.
- Courses, multi-session packages, and gift vouchers are non-transferable unless otherwise agreed and must be used within the stated validity period.

5. Cancellations, No-Shows & Rescheduling

- Standard treatments: 48 hours' notice required.
- High-value treatments (over £500) or packages: 7 days' notice required.
- Late cancellations and no-shows may result in deposit forfeiture.
- Company cancellations due to unforeseen circumstances will result in alternative appointments or full refunds.
- Distance bookings may be cancelled within 14 days for a full refund if treatment has not been performed.

6. Treatments, Services & Packages

- Treatments and prices are available on our website.
- Bookings must be made directly via phone, email, social media, or other Company platforms.
- Multi-session packages include IPL, Fractora, Skin Tightening, Post-Operative Lymphatic Drainage, Contour Sculpt Ritual, and similar treatments.
- Additional products or procedures will only be carried out with client consent.

7. Consultations, Patch Tests & Medical History

- Consultations may be required.
- Patch tests may be required before certain treatments.
- Full medical disclosure is required. Certain treatments are not suitable during pregnancy or breastfeeding.

8. Informed Consent & Treatment Risks

- All treatments require informed consent. Risks include redness, swelling, tenderness, bruising, or irritation. High-risk treatments such as injectables, chemical peels, IPL, and Fractora may have additional risks.
- Clients must follow pre- and post-treatment instructions to ensure optimal outcomes.

9. Liability & Insurance

- The Company holds professional indemnity and public liability insurance.
- Liability is limited to the cost of the treatment received.
- The Company is not liable for indirect, consequential, or adverse outcomes resulting from undisclosed medical information or failure to follow advice.

10. Product Sales, Returns & Refunds

- Products sold in-clinic or online are subject to availability.
- Products may be returned within 14 days if unused and unopened. Faulty or damaged products will be replaced or refunded.

11. Client Responsibilities & Conduct

- Clients must provide accurate information, follow instructions, arrive on time, and treat staff respectfully.
- Abusive or aggressive behaviour may result in termination of appointments without refund.

12. Children & Personal Belongings

- Children are not permitted in treatment rooms; must remain with an adult in the waiting area.
- The Company is not responsible for loss or damage to personal items.

13. Complaints Procedure

- Submit complaints in writing via email. We aim to acknowledge within 48 hours and respond within 14 working days. Resolutions may include re-treatment or refund at our discretion.

14. Data Protection & Privacy (GDPR)

- Personal data is processed under UK GDPR and the Data Protection Act 2018. Data will not be shared without consent except as required by law.

15. Intellectual Property & Social Media

- All content is the Company's property.
- Photography of staff, clients, or treatment rooms without consent is prohibited. Before-and-after images may be used for marketing with consent.

16. Force Majeure

- The Company is not liable for delays or failures due to circumstances beyond control (natural disasters, pandemics, government restrictions, technical failures). Alternative appointments or refunds will be offered.

17. Governing Law & Jurisdiction

- Terms are governed by the laws of England & Wales. Disputes fall under the exclusive jurisdiction of the courts of England & Wales.

18. Entire Agreement & Severability

- These Terms constitute the full agreement. If any part is invalid, remaining provisions remain in effect.

19. Client Acknowledgement

By signing or confirming your booking, you confirm that you have read, understood, and agree to these Terms & Conditions.

Client Name: _____

Client Signature: _____

Date: _____