**Terms and Conditions for Bookings**

**Effective Date:** 10/10/2023
**Last Updated:** 18/12/2024

Welcome to **Aesthetic Amore**. By booking an appointment or purchasing services with us, you agree to the following **Terms and Conditions**. These ensure clarity, fairness, and a smooth experience for all parties involved. Please take a moment to review them carefully.

**1. Booking Process**

* Appointments must be booked through our **designated calendar system**, available on our website or by contacting us directly +447950243277.
* Only bookings confirmed through this system will be deemed valid. A confirmation email or text message will be sent once the booking is complete.

**2. Rescheduling Policy**

* Customers can reschedule their appointment without penalty if they notify us at least **48 hours before the original appointment time**.
* Failure to reschedule within this timeframe will result in the loss of the **deposit**.

**3. Late Arrival Policy**

* Clients arriving late must notify us as soon as possible.
* If you are more than **30 minutes late**, we reserve the right to:
	+ Cancel the appointment.
	+ Reschedule the appointment at our discretion.
	+ Please note that arriving late may shorten your treatment time to ensure we stay on schedule for other clients.

**4. Deposit Requirement**

* A deposit is required at the time of booking to secure your appointment.
* The deposit amount will vary depending on the service or package selected and will be clearly stated during the booking process.

**5. Payment Options**

* **Pay in Full**: Customers may pay the total amount upfront during booking.
* **Instalment Options**:
	+ For **Pay in Two**: 50% of the total amount is due at booking, with the remaining balance due on the agreed-upon date.
	+ For **Pay in Three**: 33% of the total amount is due at booking, with the remaining two instalments due according to the provided schedule.
	+ Klarna will be coming 2025 for pay-in-3

**6. Cancellation Policy**

* Cancellations made **withing 48hrs hours before the appointment** will incur a loss of **the entire deposit**, unless the customer rebooks within the rebooking allowance period.
* Cancellations made **less than 12 hours before the appointment** will result in the **loss of the entire deposit**, unless the customer rebooks within the specified rebooking allowance period.

**7. Rebooking Limit**

* Customers may rebook their appointment up to **three times** without losing their deposit.
* If a customer cancels or reschedules for a **fourth time**, the deposit will be forfeited.

**8. Refund Policy**

* Refunds on deposits or payments will only be granted in accordance with these terms and conditions.
* If applicable, refunds will be processed within **10 business days**.

**9. Service Provider's Rights**

* We reserve the right to **modify or cancel appointments** due to unforeseen circumstances, such as:
	+ Staff unavailability.
	+ Equipment malfunctions.
	+ Other issues beyond our control.
* In such cases, we will make every effort to reschedule at a mutually convenient time.

**10. Customer Responsibilities**

* Provide accurate and up-to-date personal information during booking.
* Try to arrive 10-15 minutes early or on time for your appointment and follow any pre-treatment guidelines provided.
* Notify us immediately of any medical or personal changes that may affect your treatment.

**11. No-Show Policy**

* If a customer fails to show up for their appointment without notice or does not contact us within **48 hours of the scheduled time**, the entire deposit will be forfeited.

**12. Consultation Forms**

* All customers are required to complete a **consultation form** before their appointment.
* This form includes important details such as medical history, preferences, and treatment goals.
* Failure to complete the form prior to your appointment may result in a delay or cancellation of services.

**13. Consent Forms**

* All customers must sign a **consent form** before the start of their treatment.
* The consent form outlines:
	+ The nature of the treatment.
	+ Potential risks and side effects.
	+ Aftercare instructions.
* No treatment will proceed without a signed consent form.

**14. Payment Terms**

* Payment is due at the time of booking unless otherwise agreed upon.
* We accept the following payment methods:
	+ Debit/Credit cards via secure online payment portals.
	+ Contactless payments through **Square**.
	+ Cash payments in person.
* All prices include applicable taxes and fees.

**15. Liability Disclaimer**

* While we strive to provide safe and high-quality services, **Aesthetic Amore** cannot be held liable for any injuries, damages, or losses sustained during or after treatments unless proven to be due to negligence on our part.

**16. Governing Law**

* These terms and conditions are governed by and interpreted in accordance with the laws of the **United Kingdom**, without regard to conflict of law provisions.

**17. Severability Clause**

* If any provision of these terms is deemed invalid or unenforceable, the remaining provisions will remain fully effective.

**18. Room Fees**

* Appointments involving room hire incur a fee of **£20 per hour**, with a **minimum hire of 1 hour**.

**19. Dispute Resolution**

* Any disputes or claims must be submitted in writing to **info@aestheticamore.com** within **30 days** of the issue.

**20. Terms Modifications**

* These Terms and Conditions are subject to change at the discretion of **Aesthetic Amore**.
* Customers are encouraged to review them periodically for updates.

By booking with **Aesthetic Amore**, you acknowledge that you have read, understood, and agree to these Terms and Conditions. If you have any questions, please contact us at **admin@aestheticamore.com**.