



## **PROFESSIONAL TREATMENTS POLICY**

### **CANCELLATIONS**

Clarins UK Ltd offers you the opportunity to amend or cancel your appointment up to 24 hours before the appointment is due to take place in our Skin Spas and BeautyBARs.

Unfortunately, we are unable to amend bookings within 24 hours' notice of your appointment and you will be charged if you do not attend.

If you have missed a previous appointment Clarins has the right to request the full payment for the treatment upon creating the booking in store. The payment can be refunded if you choose to cancel or amend your booking within the cancellation policy guidelines.

For bookings made online, your booking fee is non-refundable. If you decide to cancel your appointment, we will hold your booking fee for your next online booking with us.

### **LATENESS**

To make sure we can provide you with the full professional treatment experience, please arrive 10 minutes prior to your appointment starting.

If you are running late to your appointment, please contact the Skin Spa or BeautyBAR to inform them, so that they can try to accommodate your booking.

If you arrive for your appointment after the start time, the therapist will adapt the treatment to the remaining time allocated, however you will still be charged the full price of the treatment. We cannot guarantee if you are unable to make the appointment for the time booked that the therapist will be able to carry out your treatment as to minimise impacting other customers' treatment experience.

Please refer to our cancellation policy for guidelines on how to cancel or amend a booking if you are unable to make an appointment.

## **PRE-PAID COURSE**

If you have a pre-paid course, please login to your Phorest account and select a service from the '**Prepaid Facial Client Courses 2019**' or the '**Prepaid Body Client Courses 2019**' from the menu on the left, or please call or visit us in store to make your booking.

If you are purchasing a treatment with a gift voucher, then please call or visit us in store to make your booking.

To view your booking or amend an appointment, please login to your Phorest account to do so. If you do not have an account, please select a category from the menu on the left to see our list of services.

## **COURSE BOOKING PROMOTIONS**

### **6 FOR 5**

Course of 6 Clarins Treatments for the price of 5 must be paid in full at the time of booking. All treatments must be booked and completed within one year of the date purchased. All Course Booking Promotion Offers ("this Offer") are valid for one year from the date of purchase. Any treatment(s) purchased under this Offer due to take place more than one year later than the date of purchase will automatically be void. We are unable to amend bookings within 24 hours' notice of your appointment and missed appointments will result in treatments being deducted from your course. This Offer is sold as a maximum of 1 per person. Treatments booked must be within the same 'category' and of the same price point (as determined by Clarins, acting reasonably). Appointments are subject to availability. This Offer cannot be used in conjunction with any other Clarins offer. Clarins reserves the right to modify, cancel and limit any promotion or offer. This Offer is not available to book online. This Offer can only be purchased in store.

### **6 FOR 4**

Course of 6 Clarins Treatments for the price of 4 (the Offer) must be paid in full at the time of booking. All treatments must be booked and completed within one year of the date on which the Offer was purchased. Any treatment(s) purchased under this Offer due to take place after this date will automatically be void. We are unable to amend bookings within 24 hours' notice of your appointment and missed appointments will result in treatments being deducted from your course. This Offer is sold as a maximum of 1 per person. Treatments booked must be within the same 'category' and of the same price point (as determined by Clarins, acting reasonably). Appointments are subject to availability. This Offer cannot be used in conjunction with any other Clarins offer. Clarins reserves the right to modify, cancel and limit any promotion or offer. This Offer excludes waxing. This Offer is not available to book online. This Offer can only be purchased in store.

### **3 FOR 2**

Course of 3 Clarins Treatments for the price of 2 (the Offer) must be paid in full at the time of booking. All treatments must be booked and completed within one year of the date on which the Offer was purchased. Any treatments purchased under this Offer due to take place after this date will automatically be void. We are unable to amend bookings within 24 hours' notice of

your appointment and missed appointments will result in treatments being deducted from your course. This Offer is sold as a maximum of 1 per person. Treatments booked must be within the same 'category' and of the same price point (as determined by Clarins, acting reasonably). Appointments are subject to availability. This Offer cannot be used in conjunction with any other Clarins offer. Clarins reserves the right to modify, cancel and limit any promotion or offer. This Offer excludes waxing. This Offer is not available to book online. This Offer can only be purchased in store.

## **GIFT VOUCHERS**

### **SKIN SPA**

This gift card may be redeemed only at this Clarins Skin Spa for the treatment specified above and within 12 months of purchase. Exact treatment specifications are subject to review and amendment by Clarins at any time. This gift card has no monetary value and cannot be exchanged for a cash refund, or products. In the event of any validation or redemption queries then a proof of purchase must be provided. Clarins cannot replace or reimburse the value of your gift card if it is lost, stolen or damaged. Please present this gift card at the time of your appointment.

### **BEAUTYBAR**

This gift voucher may be redeemed only at this Clarins BeautyBAR for the treatment specified above and within 12 months of purchase. Exact treatment specifications are subject to review and amendment by Clarins at any time. This voucher has no monetary value and cannot be exchanged for a cash refund, or products. In the event of any validation or redemption queries then a proof of purchase must be provided. Clarins cannot replace or reimburse the value of your gift card if it is lost, stolen or damaged. Please present this card at the time of your appointment.