

OUR TERMS AND CONDITIONS

GIFT VOUCHERS

Our Gift Cards are available for all treatments and products, are non-refundable and must be produced at the time of use. Vouchers are valid for 12 months from the date of purchase. Gift Cards cannot be exchanged for cash. Aesthetics by Laura Fay cannot accept liability for lost gift cards. Please note Gift Vouchers cannot be used in conjunction with other offers.

Our expert team will be delighted to assist you if you need advice.

APPOINTMENTS

Please arrive 10 minutes prior to your treatment. Late arrival will result in a shortened treatment time; however, treatments will still be charged at full price.

CANCELLATIONS

To cancel or change an appointment a minimum of 24 hours' notice. Appointments missed will be charged at full price.

REFUNDS AND EXCHANGES

Products must be returned unused, unopened with their seal intact and in the same condition as they were originally purchased from Aesthetics by Laura Fay. We will not accept for exchange or refund any item which has been used or is not in the exact condition in which it was purchased from us. This does not affect your statutory rights.

DEPOSITS

We reserve the right to request a deposit to secure an appointment. Any changes to the appointment must be made in accordance with the cancellation policy.

PRICES

All pricing subject to consultation. Our prices are subject to change without notice.

TERMS OF WEBSITE USE

This page (together with the documents referred to on it) tells you the terms and conditions (the "Terms and Conditions") on which you may make use of the aestheticsbylaurafay.com website (the "Aesthetics by Laura Fay Site" or the "Site") whether as a guest or a registered user. Please read these Terms and Conditions carefully before you start to use the Site.

By accessing or using the Site, you are acknowledging that you have read, understand, and agree, without limitation or qualification, to be bound by the Terms and Conditions. Aesthetics by Laura Fay reserves the right to and may change these terms at any time and will post such changes online. Please review these terms regularly to ensure you are aware of any changes as your continued use of aestheticsbylaurafay.com after changes are posted means you agree to be legally bound by these terms as updated and/or amended.

LINKS FROM OUR SITE

This Site may contain links to other sites and resources provided by us or by third parties. Such links are provided solely for your use and convenience. The link does not represent any endorsement or recommendation by us and does not mean we have any association with the linked website, and we have no control over the contents of those sites provided

by third parties and accept no responsibility for them for any loss or damage which may arise from your use of them. Where such sites are provided and operated by us you will be bound by our terms and conditions on such sites.

Any relationship you enter with these sites is at your own risk and we strongly suggest you read their terms and conditions and privacy policies.

PRIVACY POLICY

Please review our Privacy Policy, which forms a part of these Terms and Conditions and governs your visit to the Site, so that you may understand our privacy practices.

ABOUT AESTHETICSBYLAURAFAY.COM

aestheticsbylaurafay.com is a site operated by Aesthetics by Laura Fay (“we”, “us” or “our”), 24 Mainstone Crescent, Brookwood, Woking, GU24 0PL.

LANGUAGE

This contract shall be concluded in English.

DISCLAIMERS

aestheticsbylaurafay.com takes every care possible to ensure that product and treatment descriptions, imagery, awards, associated clinical trials and all other information is correct at time of publication on the site. However, though every effort is made to ensure such accuracy, Aesthetics by Laura Fay does not accept responsibility for errors in content. The site will be always kept as up to date as possible however if product, treatment, location, results updates have been made since last update on aestheticsbylaurafay.com some variations may occur in, although not limited to size, price, description, product results, design, packaging, and availability.

Aesthetics by Laura Fay will do its best to ensure that the website is available and functions correctly at all times, but we make no warranties as to the availability or accessibility of the website, and we will not be liable for any damages, loss, costs or expenses incurred by you as a result of any lack of availability or accessibility of the website.

OUR LIABILITY

The material displayed on our site is provided without any guarantees, conditions or warranties as to its accuracy. To the extent permitted by law, we and other members of our group of companies expressly exclude:

- ❖ all conditions, warranties and other terms which might otherwise be implied by statute, common law, or the law of equity.
- ❖ any liability for direct, indirect, or consequential loss or damage incurred by any user in connection with our site or in connection with the use, inability to use, or results of the use of our site, any websites linked to it and any materials posted on it, including, without limitation any liability for:
 - loss of income or revenue;
 - loss of business;
 - loss of profits or contracts;
 - loss of anticipated savings;
 - loss of data;
 - loss of goodwill;
 - wasted management or office time; and for any other loss or damage of any kind, howsoever arising and whether caused by tort (including negligence), breach of contract or otherwise, even if foreseeable.

This does not affect our liability for death or personal injury arising from our negligence, nor our liability for fraudulent misrepresentation or misrepresentation as to a fundamental

matter, nor any other liability which cannot be excluded or limited under applicable law.

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VIRUSES, HACKING AND OTHER OFFENCES

You must not misuse our site by knowingly introducing viruses, Trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored, or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of-service attack.

By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities, and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach your right to use our site will immediately cease. We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data, or other proprietary material due to your use of our site or to your downloading of any material posted on it, or any website linked to it.

COMPLAINTS AND DISPUTES

If you wish to complain about any matter, please contact Customer Service on the following number (open 9am - 6pm, Monday to Friday) +44 (0) 7500 307 688 or email lauraschwulst@gmail.com

Your use of this Website shall be governed by English law and the parties hereto submit to the exclusive jurisdiction of the English courts.

ACCEPTING THESE TERMS AND CONDITIONS

Whilst accessing this site, you are agreeing to the Terms and Conditions on the Site. If you act negligently in any of the responsibilities specified in these Terms and Conditions (including our Privacy Policy), you shall be liable for all the losses and damages that this may cause to Beauty Secrets and our partners. You acknowledge and agree that these Terms and Conditions, (including our Privacy Policy) constitute the complete and exclusive agreement between us concerning your use of beautysecretsspa.co.uk.

If you have any questions regarding these Terms and Conditions, please contact us:

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