

Set out below are the terms on which Improovu Clinic provides services to clients

Please ensure that you have read and fully understood them prior to booking any Improovu service or treatment:

1. Deposit and Cancellation Policy

Booking a consultation

We charge £25 for all our consultations. Should you need to cancel or reschedule we kindly ask that you contact us at least 72 hours before your appointment. Failure to give the full notice will result in your booking fee being retained and non-transferable. If the required notice is given we will reschedule and transfer your booking fee. This allows us to manage our diaries and offer the appointment time to another patient. Refunds will not be processed if the required notice is not given.

Booking Single treatments or chargeable consultations:

We take a deposit when booking in single treatments. Your card will be charged at the time of booking (50% and 100% or special offers). Should you need to cancel or reschedule we kindly ask that you contact us 5 days before your appointment. Failure to give the full notice will result in your booking fee being retained and non-transferable as per the terms you agree to when booking your appointment. If the required notice is given we will reschedule and transfer your booking fee. This allows us to manage our diaries and offer the appointment time to another patient.

Booking course treatments:

We charge a deposit when booking in courses of treatments. Your card will be charged at this point. Should you need to cancel or reschedule we kindly ask that you contact us 5 days hours before your appointment. Failure to give the full notice will result in your deposit being retained and non-transferable. If the required notice is given we will reschedule and transfer your deposit or if you cancel we will refund it. If you have already started your treatments and fail to give 5 days notice of cancellation the following procedure will apply: your first cancellation we will permit a reschedule of the appointment, the second time you cancel we will issue you with a £25 booking charge and the third time you cancel will result in your course of treatments being permanently cancelled and the treatment cost paid being retained and non-transferable. This allows us to manage our diaries and offer the appointment time to another patient

COVID-19 update

We will continue to operate our 5 day cancellation policy, however, if you are exhibiting any COVID-19 symptoms, we ask that you contact us as soon as possible to re-arrange your appointment on 01889 441599 or email bookings@improovu.co.uk. Failure to give the full notice will result in your booking fee being retained and non-transferable as per the terms you agree to when booking your appointment. If the required notice is given we will reschedule and transfer your booking fee or if you cancel we will refund it.

2. Appointments and cancellations

All doctors, nurses and practitioners at Improovu Clinic are trained and approved in accordance with the company's treatment protocols and therefore Improovu Clinic does not guarantee continued treatment with a named nurse or practitioner.

Prior to your appointment we will inform you of any preparation required in advance of your treatment. Failure to follow the guidelines may result in cancellation of your appointment, reduced treatment time, or additional fees being charged.

For laser treatments

All treatable areas must be shaved 24 hours before laser treatments and a patch test at least 24 hours before commencing a full treatment . You are required to fill out a medical form your practitioner will review your suitability of the treatment. If you are not a suitable candidate for any of our treatments following a consultation review then we will offer an alternative treatment or refund at our discretion.

Personal hygiene

At Improovu our practitioners operate infection control measures and also high hygiene levels. If this is not the case then please do contact us to feed back so that we can correct this. Likewise, we also ask that you attend you appointment clean and tidy. If we are unable to carry out your treatment due to uncleanliness then we have the right to refuse treatment until your hygiene levels are at an acceptable standard.

Treatments requiring anaesthetic

Some of our patients require numbing cream before their treatments. Please allow 30 minutes for appointment time so that we can cleanse the area and apply a thin layer of anaesthetic cream or gel to the treatment area. If you do not arrive early to accommodate this this may mean that we are unable to complete your treatment.

To reduce the contact time with your practitioner we ask that you are prepared for your treatment:

Face Treatments: All make-up removed prior to treatment

Body treatments: All creams, lotions, oils and fake tan must be removed prior to attending.

Laser treatments: All areas to be treated should be shaved 24 hours before appointment. **All laser treatments require a patch test at least 24 hours before your first session.**

Appointments (COVID-19)

We reserve the right to cancel or postpone a consultation or treatment, if you present with what appears to be COVID 19 symptoms.

will also need to limit the numbers in our waiting rooms. If the clinic reaches the maximum capacity to allow social distancing, you may be asked to wait in your car until your practitioner is ready.

Late arrival may result in reduced treatment time or forfeiting of the appointment.

Improovu Clinic will endeavour to ensure that your appointment runs to time; however, should we need to cancel or postpone your appointment at short notice, we will make every effort to contact you in advance.

3. Credit/Debit card details, deposits and payments

To secure an appointment with Improovu Clinic a valid credit/debit card is required during the booking process. Your card will be charged a deposit, this fee may differ depending upon the service being booked.

For an appointment: You agree to our booking no-show policy & the booking an appointment terms & conditions. No appointment will be booked without this.

Should any deposits/account credits remain unclaimed by the client following twelve months of inactivity Improovu Clinic reserves the right to withhold the deposit.

These charges will not be applied to clients booking an appointment from their existing package of treatment.

Prices may vary. Please refer to the price list on the, we reserve the right to increase/decrease prices.

We ask that you make payment via card or contactless payment in clinic, or online Cash payments are also accepted in clinic.

4. Courses of treatments

All treatments purchased as a course must be paid for in full in advance of the first treatment. All treatment courses must be taken within 12 months of the date of purchase; any treatments left untaken after 12 months will be forfeited.

Course of treatments are only refundable for medical reasons for which we required medical evidence. Any refund agreed is calculated by deducting the full list price of all treatments already taken, plus any charged for non-attendance, from the total price of the course of treatment, with the difference returned to you.

5. Treatment suitability

We will always assess whether treatment is suitable for you, or likely to be successful, prior to any treatment being carried out. If not, we will inform you as to the reasons why. You will be issued with a refund via the original payment card for any payments made to us.

It is the client's responsibility to ensure that he or she provides Improovu Clinic with all the relevant medical details prior to each treatment. It is vitally important you provide us with factually correct medical history. If a treatment is carried out and you have misled 'us' with your medical history we will not be liable for any potential side-effects experienced. We will also retain any monies paid and cancel any further planned treatments.

If you or a member of your household has symptoms of COVID-19 and/or tested positive for COVID-19 you must not attend the clinic.

If a member of your household develops COVID-19 symptoms or tests positive 14 days post your appointment, you must follow the government guidelines and let us know.

We do not offer injectable treatments to those under 18 years of age. Please do not be offended if we request to see a form of government identification. A copy of this will be added to your medical records and stored securely in our GDPR compliant clinic software.

6. Liability

Improovu Clinic will not be liable in contract, tort or otherwise for any economic loss (including, without limitation, loss of profit), or for any other special, indirect or consequential loss or damage arising out of, or in connection with, its provision of any goods and/or services to the client.

Clients will be required to read and sign the treatment consent form prior to attending the clinic via email. We are unable to provide any treatment without your written informed consent. You are legally bound then by the signature provided, that you understand the risks of treatments provided and that there is no guarantee that the result is what you expected.

It is the client's responsibility to ensure that he or she provide Improovu Clinic with all relevant medical details prior to each treatment. Improovu Clinic will not be liable for any damage that occurs as a result of the client's failure to disclose such details.

The client agrees to comply with all instructions and/or recommendations given to them by, or on behalf of, Improovu Clinic regarding the care of a treated area. Nothing in these terms of business shall exclude or limit Improovu Clinic's liability for death or any personal injury resulting from Improovu Clinic's negligence.

7. Your right to complain

Improovu Clinic is committed to providing our customers with excellent service. To continue to ensure that the same level of excellence is provided to you, we encourage you to submit feedback. With your feedback, we can make improvements to our products and services.

Improovu Clinic endeavours to treat all its clients appropriately, compassionately and fairly. If, however, you have an issue with any matter in relation to your treatment at Improovu Clinic you are entitled to lodge a complaint, either in person, by email or in writing. If you require assistance with making your complaint, Improovu Clinic will be pleased to help and support you through the process.

The member of staff who initially receives the complaint will convey the details to the Clinic Manager or their designated deputy. Where this cannot be resolved immediately, you will receive a letter within three working days to confirm that an investigation into the matter is underway and that a response will be made as soon as possible.

Complaints of a non-medical nature will be handled in their entirety by the Clinic Manager.

If your complaint is treatment related the matter will be discussed with the relevant clinician and may require you to attend an additional consultation with that practitioner and an independent practitioner may be present. The objective of this is to provide an explanation or a solution to your concerns. Improovu Clinic aims to reply within 24 hours to acknowledge your complaint and furnish you with a full written response within 28 days or where this is not possible, an explanation as to the cause of the delay.