**CC Estetica Terms & Conditions**

Please read our full terms and conditions along with our terms of service

Please read our full terms and conditions. These terms are deemed to be accepted by the Client/Customer by virtue of, but not limited to, any of the following:

• Written acceptance by an authorised signatory

• Emailed acceptance from an authorised signatory

• Payment for treatment, consultation, product or any other service; or

• Attempted payment via any means, whether or not the payment is honoured; or

• Utilisation of CC Estetica services, such as calling us, submitting your details on our website, visiting our website, emailing us, visiting our clinic, writing to us, or using our social media platforms to engage with us.

**Email Disclaimer**

The contents of any email we send are confidential and are intended solely for the addressee only. Any unauthorised disclosure, dissemination, distribution, copying or the taking of any action in reliance on the information herein is prohibited. E-mails are not secure and cannot be guaranteed to be error free as they can be intercepted, amended, or contain viruses. CC Estetica is not responsible for errors or omissions in this message and denies any responsibility for any damage arising from the use of e-mail.

**Booking T&CS for Treatments**
We accept bookings by phone, messaging and via our online booking system. If you have given us a email address you will be sent a booking confirmation via email. Please notify us of any changes to your contact details.

• Consultation appointments are charged at £30 and this will be taken upon booking to secure the appointment it is then redeemable against treatments booked. It is non refundable unless the client is unsuitable for treatment.

•cc estetica require a non refundable booking fee payment to book any treatment or Training. Payments will be taken by card payment or bank transfer at the time of booking.

• Your appointment will be confirmed

• Any clinic treatment appointment must be rescheduled within 48 hours notice or your non refundable booking fee will be forfeited

Your appointments are very important to the team members at CC Estetica Your appointment is reserved especially for you and, while we understand that sometimes schedules adjustments are necessary, we respectfully request at least 48 hours’ notice for cancellations for treatments and the above listed for training courses.

No cancellations or changes allowed within 48 hours of the appointment. Since the services are reserved for you personally, a cancellation fee will apply if you fail to give at least 48 hours’ notice that you will not be able to make your appointment or you do not show.

Booking fee payments will be forfeited in full should you choose to cancel your appointment for any reason but may be used against an alternate date if the above notice is given

You can easily reschedule an appointment using the link in your confirmation email or by using the messaging system you booked your appointment through or by calling on 07786408814

**Booking T&CS for Training Courses**

For all training courses booked the following notice will be required or the following will be kept to cover booking fee costs:

Any training course appointments must be rescheduled as follows:

No refund of the total course amount for less than 7 days notice prior to course date

A 75% refund of the total course amount if 14 days notice is given prior to course date

A 100% refund of the total course amount if 21 days notice or more given prior to course date

Booking fee payments will be forfeited in full should you choose to cancel your appointment for any reason but may be used against an alternate date if the above notice is given.

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our waiting list miss the opportunity to receive services. For training courses models are booked and as all services are 1-1 it is difficult for us to fill slots with less notice.

• CC Estetica will save the card details used at the time of booking, this will allow us to charge any fees should the client fail to attend, cancel their appointment with less than 48 hours notice or arrive late to their appointment.

**Late Arrival For Appointments**

Arriving late for your appointment will result in a reduction in your treatment time. We will only the carry out the treatment within the allocated time booked. If this time has lapsed you will still be charged for your appointment.

If you are more than 10 minutes late your treatment will be cancelled and rescheduled to a later date. CC Estetica will charge you (the client) 100% of the reserved service amount and will require a new booking fee payment for the new appointment.

You will be required to make a new payment for a new appointment.

**No Show Policy**

No shows will be charged 100% of the reserved service amount, this will be taken from the card used at the time of booking.

**Refund Policy**

**Services:**

If you have paid upfront we offer a full refund on any payment made for a treatment or course of treatment within 5 days of purchase, prior to the treatment being delivered. There is a £50 administration charge for any refunds. If this is less than 48hours notice there will be no refund.

Booking fee payments will be forfeited in full should you choose to cancel your appointment for any reason.

Treatments which have taken place, will not be refunded in any circumstances.

We cannot refund any package or course that has already commenced.

The only exception to this policy is a serious or long term illness that contraindicates the treatment, confirmed by a medical certificate. If the treatment has already completed there will be no refunds as the client has had the treatment. If the treatment has not yet started or the client has treatments left under a treatment package, CC Estetica will issue a refund, minus the cost of the services used at full price and our refund administration charge of £50.

All courses of treatments must be used with 6 months of purchase.

Gift vouchers must be completed within 12 months of the date of purchase or within the time specified on the gift voucher.

**Products:**

If you have bought the product at our clinic you are not entitled to any refund. However, we you can exchange any product if you are unhappy with the product you purchased.

CC Estetica will only exchange products that are unopened and returned to us in a saleable condition with an original receipt within 5 days of purchase.

Unfortunately opened products cannot be refunded, unless damaged. If goods are damaged this must be reported to us within 48 hours and can be exchanged at our clinic.

If you bought the product online you can return the product within 28 days of purchase.

**Gift Vouchers**

Gift Vouchers are non-refundable and are valid for 12 months from the purchase date and will not be accepted after the expiry date. Vouchers cannot be redeemed for cash, sold or transferred. Your gift voucher number must be quoted at the time of booking and the voucher handed to the therapist at the start of your treatment. You are not under obligation to use the full value of your vouchers during one session. Late cancellation and “failure to show” terms as laid out above also apply to gift vouchers.

**Price Alteration**

We reserve the right to alter prices without prior notice.

**Data Security**

Personal details taken from clients during consultation procedures will be kept safe and in the strictest confidence. You can read more about how we use and store your details by visiting our privacy policy page.

**Medical Conditions**

Please inform your practitioner of any medical condition including pregnancy prior to booking as some treatments may not be appropriate for you.

**Personal Items**

Please ensure you retrieve all your personal items before leaving the premises as we cannot be held responsible for lost items.

**Treatment Packages**

• All treatment packages are valid for 6 months from purchase.

• No refund will be given if the package expires and/or you decide to not continue treatment. In the case you no longer want to attend the clinic for your treatment you will loose the cost of that package.

• If you are on our direct debit scheme you will still need to make all payments.

**Treatment Disclaimer**

Due to the nature or non-surgical and non-invasive treatments that we offer, we cannot guarantee results.

Results will vary from person to person. Factors such as lifestyle, medical history and age can affect your results and the longevity of results. The results shown are from clients and are typical, however the results are not guaranteed.

This website provides information regarding weight loss, body sculpting, facial treatments, intolerance testing and laser hair removal. It is intended to assist individuals to make an informed decision about the treatments that we offer. We do not offer medical advice or diagnosis any medical condition.

This site is intended to provide our users with educational information only.

Please take a look at our Privacy Policy

**Medical Disclaimer**

While we endeavour to ensure that the information on this website is correct, we do not warrant that it is accurate, complete or up to date. We may make changes to the material on this website, or to the Products described in it, at any time without notice.

Information on CC Estetica website is not intended as a substitute for medical advice and may not be used to diagnose or treat any health condition without the consultation of a qualified healthcare provider.

Any data contained on the website is provided for guidance only and is not intended to be definitive. To the maximum extent permitted by law, we provide you with this Website on the basis that we exclude all representations, warranties, conditions and other terms which but for these terms might have effect in relation to this website. You must bear the risks associated with the use of the internet. This clause does not affect your statutory rights.

We accept no responsibility for the content of sites unrelated to www.cc-estetica.co.uk which we may have links with or for any content displayed on this site. The existence of links from to other sites does not imply www.cc-estetica.co.uk endorsement of the sites’ entire content (due to the changing nature of the net) or of their officers or employees. However, if you have a complaint about a particular site to which www.cc-estetica.co.uk has a link, please write to us with details and we will consider removing links to them from this site to: clinic@cc9.co.uk

**Refusal of Treatment**

We have the right to refuse you treatment without reservation.

We have the right to cancel your appointment without notice and the right to refuse to rebook you.

If you do not advise us of any medical conditions that may hinder you from having the treatment we reserve the right to refuse treatment to you and charge you fully for the cancellation.

This charge will be the cost of the treatment and/or the consultation cost.

**Treatment Suitability**

We will always assess whether treatment is suitable for you, or likely to be successful before any treatment is carried out. If we deem the treatment unsuitable for you, we will inform you as to the reasons why either face to face, email or post. You will only be liable for the cost of the initial consultation, where this is applicable.

**Liability**

CC Estetica 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 that we offer to the client. It is the client’s responsibility to ensure that he or she provides CC Estetica with all relevant medical history and pre-existing medical conditions before each treatment.

CC Estetica will not be liable for any damage, including personal injury, sustained as a result of the client’s failure to disclose such details. By having a treatment, the client agrees to comply with all instructions and/or recommendations given to them by or on behalf of CC Estetica regarding the care of a treated area. Nothing in these terms of business shall exclude or limit CC Estetica liability for death or any personal injury resulting from CC Estetica negligence.

**CUSTOMER FEEDBACK**

We always welcome and appreciate feedback from all of our clients, whether this is positive or negative as it allows us to improve our service to you. We would love to hear what you think about CC Estetica

Please feel free to email us your thoughts to clinic@cc9.co.uk

**The Complaints Procedure**

We aim to exceed all our clients expectations and provide them a first class service and enjoyable experience. However we recognise that sometimes things go wrong.

Everyone has the right to expect a positive experience and a good treatment outcome. At CC Estetica we take great pride in the delivery of our service and if you are not happy – we would love the chance to rectify the issue causing you dissatisfaction. We promise to listen, treat you with respect and try to deal with your complaint appropriately and in a timely manner.

**How to complain:**

CC Estetica would like to deal with any complaint as soon as possible.

• Many complaints can be resolved informally. In the first instance contact CC Estetica and, if you feel able, request to speak to the member of staff who carried out your treatment/procedure who will try to resolve the matter.

• If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

• If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down a detailed document of your complaint and send to:

**CC Estetica, 61 Balfron Drive, ML5 4FF**

Alternatively, you can e-mail it to – clinic@cc9.co.uk

**Our Customer Complaints Procedure has the following goals:**

• To deal with complaints fairly, efficiently and effectively;

• To ensure that all complaints are handled in a consistent manner throughout;

• To increase customer satisfaction;

• To use complaints constructively in the planning and improvement of all services.

**What Happens Next?**

• Formal complaints are acknowledged in writing via email within 5 working days.

• The acknowledgment provides contact details for the person who is handling the complaint, how the complaint will be dealt with and how long it is expected to take.

• If a complaint raises issues that require notification or consultation with an external body, the notification or consultation will occur within three days of those issues being identified.

• Formal complaints are investigated and resolved within 20 working days

• If the complaint is not resolved within 20 days, the complainant, clinicians and staff who are directly involved in the complaint will be provided with an update.

• In all cases, a complaint will be given full and fair consideration.

**Intolerance Testing Medical Disclaimer:**

Our test and this website does not make a medical diagnosis nor is it intended to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your doctor or other qualified health provider if you have a medical condition or with any questions you may have regarding a medical condition and/or medical symptoms. Never disregard professional medical advice or delay in seeking it because of something you have read on this website.

All probable or possible diagnoses generated by the test or this website need to be discussed and confirmed with a qualified medical practitioner. If you think you may have a medical emergency, call your doctor or the emergency services immediately. Reliance on any information provided by this website is solely at your own risk. Some of the content on this website may be provided by third parties and we are not in a position to verify this content.

We do not warrant that any such third party content is true, accurate or complete.

**No Unlawful or Prohibited Use**

As a condition of your use of this website, you warrant that you will not use this website for any purpose that is unlawful or prohibited by these terms, conditions, and notices.

GENERAL CONDITIONS

We reserve the right to refuse service to anyone for any reason at any time.

You understand that your content (not including credit card information), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks.

You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service, or access to the Service or any contact on the website through which the service is provided, without express written permission by us.

The headings used in this agreement are included for convenience only and will not limit or otherwise affect these Terms.

SECTION 3 – ACCURACY, COMPLETENESS AND TIMELINESS OF INFORMATION

We are not responsible if information made available on this site is not accurate, complete or current. The material on this site is provided for general information only and should not be relied upon or used as the sole basis for making decisions without consulting primary, more accurate, more complete or more timely sources of information. Any reliance on the material on this site is at your own risk.

This site may contain certain historical information. Historical information, necessarily, is not current and is provided for your reference only. We reserve the right to modify the contents of this site at any time, but we have no obligation to update any information on our site. You agree that it is your responsibility to monitor changes to our site.

SECTION 4 – MODIFICATIONS TO THE SERVICE AND PRICES

Prices for our products are subject to change without notice.

We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.

We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

SECTION 5 – PRODUCTS OR SERVICES (if applicable)

Certain products or services may be available exclusively online through the website. These products or services may have limited quantities and are subject to return or exchange only according to our Return Policy.

We have made every effort to display as accurately as possible the colors and images of our products that appear at the store. We cannot guarantee that your computer monitor’s display of any color will be accurate.

We reserve the right, but are not obligated, to limit the sales of our products or Services to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products or services that we offer. All descriptions of products or product pricing are subject to change at anytime without notice, at the sole discretion of us. We reserve the right to discontinue any product at any time. Any offer for any product or service made on this site is void where prohibited.

We do not warrant that the quality of any products, services, information, or other material purchased or obtained by you will meet your expectations, or that any errors in the Service will be corrected.

SECTION 6 – ACCURACY OF BILLING AND ACCOUNT INFORMATION

We reserve the right to refuse any order you place with us. We may, in our sole discretion, limit or cancel quantities purchased per person, per household or per order. These restrictions may include orders placed by or under the same customer account, the same credit card, and/or orders that use the same billing and/or shipping address. In the event that we make a change to or cancel an order, we may attempt to notify you by contacting the e-mail and/or billing address/phone number provided at the time the order was made. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers or distributors.

You agree to provide current, complete and accurate purchase and account information for all purchases made at our store. You agree to promptly update your account and other information, including your email address and credit card numbers and expiration dates, so that we can complete your transactions and contact you as needed.

For more detail, please review our Returns Policy.

SECTION 7 – OPTIONAL TOOLS

We may provide you with access to third-party tools over which we neither monitor nor have any control nor input.

You acknowledge and agree that we provide access to such tools ”as is” and “as available” without any warranties, representations or conditions of any kind and without any endorsement. We shall have no liability whatsoever arising from or relating to your use of optional third-party tools.

Any use by you of optional tools offered through the site is entirely at your own risk and discretion and you should ensure that you are familiar with and approve of the terms on which tools are provided by the relevant third-party provider(s).

We may also, in the future, offer new services and/or features through the website (including, the release of new tools and resources). Such new features and/or services shall also be subject to these Terms of Service.

SECTION 8 – THIRD-PARTY LINKS

Certain content, products and services available via our Service may include materials from third-parties.

Third-party links on this site may direct you to third-party websites that are not affiliated with us. We are not responsible for examining or evaluating the content or accuracy and we do not warrant and will not have any liability or responsibility for any third-party materials or websites, or for any other materials, products, or services of third-parties.

We are not liable for any harm or damages related to the purchase or use of goods, services, resources, content, or any other transactions made in connection with any third-party websites. Please review carefully the third-party’s policies and practices and make sure you understand them before you engage in any transaction. Complaints, claims, concerns, or questions regarding third-party products should be directed to the third-party.

SECTION 9 – USER COMMENTS, FEEDBACK AND OTHER SUBMISSIONS

If, at our request, you send certain specific submissions (for example contest entries) or without a request from us you send creative ideas, suggestions, proposals, plans, or other materials, whether online, by email, by postal mail, or otherwise (collectively, ‘comments’), you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use in any medium any comments that you forward to us. We are and shall be under no obligation (1) to maintain any comments in confidence; (2) to pay compensation for any comments; or (3) to respond to any comments.

We may, but have no obligation to, monitor, edit or remove content that we determine in our sole discretion are unlawful, offensive, threatening, libelous, defamatory, pornographic, obscene or otherwise objectionable or violates any party’s intellectual property or these Terms of Service.

You agree that your comments will not violate any right of any third-party, including copyright, trademark, privacy, personality or other personal or proprietary right. You further agree that your comments will not contain libelous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could in any way affect the operation of the Service or any related website. You may not use a false e-mail address, pretend to be someone other than yourself, or otherwise mislead us or third-parties as to the origin of any comments. You are solely responsible for any comments you make and their accuracy. We take no responsibility and assume no liability for any comments posted by you or any third-party.

SECTION 10 – PERSONAL INFORMATION

Your submission of personal information through the store is governed by our Privacy Policy. To view our Privacy Policy.

SECTION 11 – ERRORS, INACCURACIES AND OMISSIONS

Occasionally there may be information on our site or in the Service that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, product shipping charges, transit times and availability. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information in the Service or on any related website is inaccurate at any time without prior notice (including after you have submitted your order).

We undertake no obligation to update, amend or clarify information in the Service or on any related website, including without limitation, pricing information, except as required by law. No specified update or refresh date applied in the Service or on any related website, should be taken to indicate that all information in the Service or on any related website has been modified or updated.

SECTION 12 – PROHIBITED USES

In addition to other prohibitions as set forth in the Terms of Service, you are prohibited from using the site or its content: (a) for any unlawful purpose; (b) to solicit others to perform or participate in any unlawful acts; (c) to violate any international, federal, provincial or state regulations, rules, laws, or local ordinances; (d) to infringe upon or violate our intellectual property rights or the intellectual property rights of others; (e) to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin, or disability; (f) to submit false or misleading information; (g) to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Service or of any related website, other websites, or the Internet; (h) to collect or track the personal information of others; (i) to spam, phish, pharm, pretext, spider, crawl, or scrape; (j) for any obscene or immoral purpose; or (k) to interfere with or circumvent the security features of the Service or any related website, other websites, or the Internet. We reserve the right to terminate your use of the Service or any related website for violating any of the prohibited uses.

SECTION 13 – DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY

We do not guarantee, represent or warrant that your use of our service will be uninterrupted, timely, secure or error-free.

We do not warrant that the results that may be obtained from the use of the service will be accurate or reliable.

You agree that from time to time we may remove the service for indefinite periods of time or cancel the service at any time, without notice to you.

You expressly agree that your use of, or inability to use, the service is at your sole risk. The service and all products and services delivered to you through the service are (except as expressly stated by us) provided ‘as is’ and ‘as available’ for your use, without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement.

In no case shall CC Estetica, our directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility. Because some states or jurisdictions do not allow the exclusion or the limitation of liability for consequential or incidental damages, in such states or jurisdictions, our liability shall be limited to the maximum extent permitted by law.

SECTION 14 – INDEMNIFICATION

You agree to indemnify, defend and hold harmless CC Estetica and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including reasonable attorneys’ fees, made by any third-party due to or arising out of your breach of these Terms of Service or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.

SECTION 15 – SEVERABILITY

In the event that any provision of these Terms of Service is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these Terms of Service, such determination shall not affect the validity and enforceability of any other remaining provisions.

SECTION 16 – TERMINATION

The obligations and liabilities of the parties incurred prior to the termination date shall survive the termination of this agreement for all purposes.

These Terms of Service are effective unless and until terminated by either you or us. You may terminate these Terms of Service at any time by notifying us that you no longer wish to use our Services, or when you cease using our site.

If in our sole judgment you fail, or we suspect that you have failed, to comply with any term or provision of these Terms of Service, we also may terminate this agreement at any time without notice and you will remain liable for all amounts due up to and including the date of termination; and/or accordingly may deny you access to our Services (or any part thereof).

SECTION 17 – ENTIRE AGREEMENT

The failure of us to exercise or enforce any right or provision of these Terms of Service shall not constitute a waiver of such right or provision.

These Terms of Service and any policies or operating rules posted by us on this site or in respect to The Service constitutes the entire agreement and understanding between you and us and govern your use of the Service, superseding any prior or contemporaneous agreements, communications and proposals, whether oral or written, between you and us (including, but not limited to, any prior versions of the Terms of Service).

Any ambiguities in the interpretation of these Terms of Service shall not be construed against the drafting party.

SECTION 18 – GOVERNING LAW

These Terms of Service and any separate agreements whereby we provide you Services shall be governed by and construed in accordance with UK law.

SECTION 19 – CHANGES TO TERMS OF SERVICE

You can review the most current version of the Terms of Service at any time at this page.

We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

SECTION 20 – CONTACT INFORMATION

Questions about the Terms of Service should be sent to us at clinic@cc9.co.uk

We are committed to giving you the look you’ve always wanted so get in touch.