



## **PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE**

These terms tell you the rules for using our website [www.solclinic.com](http://www.solclinic.com) (**our site**).

### **Who we are and how to contact us**

[www.solclinic.com](http://www.solclinic.com) is a site operated by Rejuvenate Cosmetics and Aesthetics Limited ("We"). We are registered in England and Wales under company number 13009871 and have our registered office at 165 North End Road, London, W14 9NH. Our main trading address is 165 North End Road, London, W14 9NH.

We are regulated by Hammersmith and Fulham Council as a massage and special treatment premises.

We are a limited company.

To contact us, please email [info@solclinic.com](mailto:info@solclinic.com) or telephone our customer service line on 44 7957 050002

### **By using our site you accept these terms**

By using our site, you confirm that you accept these terms of use and that you agree to comply with them.

If you do not agree to these terms, you must not use our site.

We recommend that you print a copy of these terms for future reference.

### **There are other terms that may apply to you**

These terms of use refer to the following additional terms, which also apply to your use of our site:

- ☐ Our Privacy Policy available on our website. See further under How we may use your personal information.
- ☐ Our Cookie Policy available on our website, which sets out information about the cookies on our site.

### **We may make changes to these terms**

We amend these terms from time to time. Every time you wish to use our site, please check these terms to ensure you understand the terms that apply at that time. These terms were most recently updated on 22 April 2021.



### **We may make changes to our site**

We may update and change our site from time to time to reflect changes to our products, our users' needs and our business priorities.

### **We may suspend or withdraw our site**

Our site is made available free of charge.

We do not guarantee that our site, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our site for business and operational reasons. We will try to give you reasonable notice of any suspension or withdrawal.

You are also responsible for ensuring that all persons who access our site through your internet connection are aware of these terms of use and other applicable terms and conditions, and that they comply with them.

### **We may transfer this agreement to someone else**

We may transfer our rights and obligations under these terms to another organisation. We will ensure that the transfer will not affect your rights under the contract.

### **Our site is intended for users in England and Brazil**

Our site is directed to people residing in England and Brazil. We do not represent that content available on or through our site is appropriate for use or available in other locations.

### **How you may use material on our site**

We are the owner or the licensee of all intellectual property rights in our site, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from our site for your personal use and you may draw the attention of others within your organisation to content posted on our site.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

Our status (and that of any identified contributors) as the authors of content on our site must always be acknowledged.

You must not use any part of the content on our site for commercial purposes without obtaining a licence to do so from us or our licensors.



If you print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

#### **Do not rely on information on this site**

The content on our site is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on our site.

Although we make reasonable efforts to update the information on our site, we make no representations, warranties or guarantees, whether express or implied, that the content on our site is accurate, complete or up to date.

#### **We are not responsible for websites we link to**

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them.

We have no control over the contents of those sites or resources.

#### **Our responsibility for loss or damage suffered by you**

##### **Whether you are a consumer or a business user:**

- ☐ We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation.
- ☐ Different limitations and exclusions of liability will apply to liability arising as a result of the supply of any products to you.

##### **If you are a business user:**

- ☐ We exclude all implied conditions, warranties, representations or other terms that may apply to our site or any content on it.
- ☐ We will not be liable to you for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:
  - use of, or inability to use, our site; or
  - use of or reliance on any content displayed on our site.
- ☐ In particular, we will not be liable for:
  - loss of profits, sales, business, or revenue;



- ☐ business interruption;
- ☐ loss of anticipated savings;
- ☐ loss of business opportunity, goodwill or reputation; or
- ☐ any indirect or consequential loss or damage.

**If you are a consumer user:**

- ☐ Please note that we only provide our site for domestic and private use. You agree not to use our site for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

**How we may use your personal information**

We will only use your personal information as set out in our privacy policy, available on our website.

**We are not responsible for viruses and you must not introduce them**

We do not guarantee that our site will be secure or free from bugs or viruses.

You are responsible for configuring your information technology, computer programmes and platform to access our site. You should use your own virus protection software.

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material that 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 cease immediately.

**Rules about linking to our site**

You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it.

You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

Our site must not be framed on any other site, nor may you create a link to any part of our site other than the home page.

We reserve the right to withdraw linking permission without notice.

The website in which you are linking must comply in all respects with the standards set out in our terms and conditions and privacy policy.



If you wish to link to or make any use of content on our site other than that set out above, please contact [info@solclinic.com](mailto:info@solclinic.com).

### **Which country's laws apply to any disputes?**

If you are a consumer, please note that these terms of use, their subject matter and their formation, are governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction except that if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.

If you are a business, these terms of use, their subject matter and their formation (and any non-contractual disputes or claims) are governed by English law. We both agree to the exclusive jurisdiction of the courts of England and Wales.

### **Terms and Conditions**

To comply with our company standards, Health and Safety Legislation, and insurance requirements, it is important that you read, understand and agree to the following:

#### **General**

The treatment, advice and information offered by Sol Clinic's representatives does not replace the advice or care of medical professionals. It is advisable that you inform both your medical practitioner and any complementary practitioners of the treatment you are undertaking at Sol Clinic. All practitioners should be informed of any changes to your nutrition, supplementation and medication.

It is inadvisable to change or cease medical treatment or medication without first consulting your medical professional.

#### **Deposit and booking fee**

NOTE: Sol Clinic operates a strict booking fee policy.

All Consultations and treatments at Sol Clinic Advances Aesthetics require payment of either £50 or £100 (Varies on the Aesthetician's Hourly Rate) at the time of booking.

This deposit will be returned to you or used as credit for payment when requested, ensuring that the booked service has been completed.

Appointment times will not be reserved without payment of the booking fee.

#### **Cancellation Policy**

This is strictly non refundable if:

Less than 24 hour notice of cancellation, rescheduling, no show's or lateness of more than 15 minutes of the client.

Please note that we value the time of both our team and clients tremendously, therefore if the above does happen, the deposit may be lost.

#### **Payment Terms**

All treatments must be paid for in advance of or at the time of treatment.

Sol Clinic accepts payment for goods and services by cash, debit or credit card. Sorry ☐ we can't accept cheques.



### **Appointment Information**

Sol Clinic always aims to run the clinic efficiently, with appointments on time, there may be occasions when the clinic is running behind schedule. Your practitioner will ensure that you are seen as soon as possible should these circumstances arise.

If you are running late for your appointment, you must notify the clinic as soon as possible. In such circumstances, Sol Clinic reserves the right to alter the order of appointments for the remaining clinic session, thereby possibly further delaying your appointment.

### **Packages**

When offered a package you will be agreeing to the following terms:

That it is started within 30 dates of it initiating and agreeing to follow the Professional's guidance in regard to this. You understand that if the protocol is not followed correctly then the results will not be as expected.

### **Refund Policy**

We have a strict non refundable policy on services, all service sales are final, with no refunds. All skin care products supplied on site are non refundable once purchased and taken off-site.

Any package refund will be discounted the service carried out at the original price list value, not taking into consideration any bulk or promotional discounted value.