

Beauty Quantum Aesthetics – Terms & Conditions of Service

(Effective from 15 October 2025)

1. Introduction

These Terms & Conditions (“T&Cs”) govern all bookings, consultations, and treatments carried out at **Beauty Quantum Aesthetics** (“we”, “our”, “the clinic”).

By booking or attending an appointment, you agree to these terms. Please read them carefully before confirming your appointment.

2. Practitioner and Prescriber Treatments

- Treatments involving **prescription-only medicines (POMs)** such as **Botulinum Toxin (Botox®)**, **Vitamin Injections**, **Skin Boosters**, and **PRP** require a **medical prescriber consultation** before administration.
 - If you are a new client or your prescription has expired (usually valid for 6 months), a prescriber review must be completed prior to treatment.
 - The prescribing professional may **decline treatment** if it is not medically appropriate; in such cases, consultation fees may still apply.
 - No refunds are provided for **prescriber consultations** once the review has been completed.
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3. Digital Booking, Consent & Consultation Forms

- Beauty Quantum Aesthetics uses a **secure third-party digital platform — Faces Consent App** — for online bookings, consent forms, and digital consultation management.
 - Clients can access our private booking page and treatment calendar through the **Faces Consent system** or directly via www.beautyquantumaesthetics.co.uk.
 - All **Terms & Conditions outlined in this document apply equally** to appointments and forms completed through the **Faces Consent App**.
 - The Faces Consent system is **GDPR compliant**, uses encrypted data storage, and ensures that your personal information is handled securely in accordance with our **Privacy Policy**.
 - By submitting your consent form or booking through this app, you confirm that you have read and accepted these T&Cs and our Privacy Policy.
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4. Booking Policy

- All appointments must be booked through our official systems — **Faces Consent App**, website, or via phone/Instagram.
 - A **non-refundable deposit** is required at the time of booking to secure your appointment. Deposits are deducted from your treatment balance on the day of your visit.
 - Deposit amounts:
 - Standard facial/skincare treatments – £25
 - Injectable treatments (fillers, toxin, boosters) – 50%
 - Combination or advanced packages – 50%
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5. Cancellations & Rescheduling

- We require **at least 48 hours' notice** to reschedule or cancel an appointment.
 - Cancellations made **less than 48 hours** before your appointment will result in **loss of your deposit**.
 - Clients who fail to attend (“no-shows”) will lose their deposit and may be required to pay the full amount upfront for future bookings.
 - If you are late by more than **15 minutes**, your appointment may need to be rescheduled and your deposit forfeited.
 - Appointments cancelled by the clinic (e.g., practitioner illness or emergency) will be rescheduled at no charge or refunded if not rebooked.
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6. Pre-Treatment Guidelines

To ensure safety and best results, please:

- Avoid alcohol, aspirin, ibuprofen, and vitamin E for **24 hours** prior to injectables.
 - Avoid retinol or active acids for **48 hours** before facials or microneedling.
 - Inform us of **any medication, illness, or recent procedure** before your appointment.
 - Arrive with **clean skin and no makeup** for injectables or skin treatments.
 - If you are pregnant, breastfeeding, or under 18, treatment cannot be performed.
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7. Aftercare

Following your procedure, detailed **aftercare instructions** will be provided both verbally and digitally through the Faces Consent app or by email.

Clients agree to:

- Follow all aftercare guidelines provided by the practitioner.
- Avoid strenuous activity, alcohol, heat exposure, or touching treated areas for the advised period.

- Contact the clinic immediately via email or phone if you experience any **adverse effects, swelling, or unexpected reactions**.

Failure to follow aftercare instructions may compromise results or increase risk. The clinic cannot be held liable for outcomes resulting from non-adherence.

8. Medical Consent & Records

- All new clients must complete a **medical questionnaire and consent form** before any treatment.
 - Beauty Quantum Aesthetics reserves the right to **refuse treatment** if medical conditions or contraindications make it unsafe.
 - Client records are stored securely via the **Faces Consent App** and are only accessible to authorised practitioners.
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9. Refunds & Results

- Due to the nature of aesthetic and cosmetic treatments, **results vary** between individuals; therefore, no guarantees can be made.
 - Treatments are **non-refundable** once completed, as products and time have been allocated specifically for you.
 - If a complication arises, a follow-up appointment will be arranged for review and management.
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10. Liability

- Beauty Quantum Aesthetics and its practitioners operate under professional insurance and clinical standards.
 - We are not liable for **loss of earnings, travel expenses, or personal inconvenience** caused by appointment changes or side effects.
 - Clients must disclose full and accurate medical history to ensure safe treatment.
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11. Confidentiality & Data Protection

- All client information is stored and processed in compliance with **UK GDPR**.
- We do not share personal data with third parties except for legitimate medical or operational reasons (e.g., prescribers, insurers, or software providers such as Faces Consent).
- Please review our **Privacy Policy** for full details of how we manage and protect your data.

12. Agreement

By booking an appointment, signing your consent form, or completing any consultation through Beauty Quantum Aesthetics or Faces Consent, you agree to these Terms & Conditions and acknowledge that:

- You understand the nature and potential risks of aesthetic procedures.
- You have disclosed all relevant medical information.
- You will follow the practitioner's pre- and post-care advice.

Beauty Quantum Aesthetics

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