

# Ginkgo Spa Consult cc

## Terms & Conditions of Business

### General

1. *Ginkgo Spa Consult cc* - conforms to the regulations as set out by the new Consumer Protection Act (CPA) and thereby is obliged to advise our clients of our Terms & Conditions of Business.
2. *Ginkgo Spa Consult cc* operates on a strictly COD basis, all treatments and purchases must be paid immediately on service. We accept the following forms of payment: *CASH and CREDIT CARD – VISA & Master Card*.
3. *Ginkgo Spa Consult cc* requests that you notify the spa a minimum of 24hrs prior to your appointment in order to avoid a 50% cancellation fee. Cancellation within a 12hour period will incur 100% a charge.
4. *Ginkgo Spa Consult cc* reserves the right to increase prices without prior notice should our costs of treatments be increased
5. *Ginkgo Spa Consult cc* only employs qualified therapists who are fully trained in their area of expertise.
6. Cautionary measures that need to be taken concerning treatments will be explained in detail. Should you have any questions or require more information please ask your therapist prior to the treatment and she will be happy to oblige.
7. While every care is taken to provide a safe environment for you, the client, and our therapists we cannot be held liable for circumstances beyond our control:
  - Please take care when entering the Spa facility. If it is raining outside the premises or it is wet and your shoes or feet are wet you could slip and injure yourself
  - Please inform us should you have any medical condition, metal pins or plates or are taking any medication. Failure to do so could have possible adverse effects with regards to treatments, product usage and your health
  - Please do not touch any equipment or professional products without the supervision of your therapist as they could pose potential harm in inexperienced hands
  - Unstable power can cause inconvenience with scheduled treatments and in rare cases even mild shocks if a power surge occurs during electrical treatments
  - *Ginkgo Spa Consult cc* cannot be held responsible for crime-related incidents beyond our control, please ensure that you do not bring large sums of money or jewellery with you when coming for your appointment
  - Please wait for assistance from your therapist before sitting on any chairs or massage beds or when getting up/down from them to prevent accidents

### Loyalty Programmes & Gift Vouchers

- *Ginkgo Spa Consult cc* Gift Vouchers are valid for 3 (three years) from date of purchase
- As *Ginkgo Spa Consult cc* reserves the right to increase prices without prior notice, these will be taken into consideration when the Voucher is redeemed. Any increase may result in the client having to pay a surcharge - being the difference between the old price prevailing at the date of purchase and the new price on redemption of the Voucher.

### Retail Terms

1. *Ginkgo Spa Consult cc* relies exclusively on the information provided by the manufacturers of the Retail products sold.
2. *Ginkgo Spa Consult cc* cannot and does not warrant that its products will ensure the same results for all its clients.
3. *Ginkgo Spa Consult cc* will refund any purchased products (except that which was ordered specifically for the

4. If a refund is provided it will be in the same form of payment tender as originally made by the client
5. Any product that is deemed to be "faulty", as determined by the manufacturers, will be replaced or refunded
6. Allergic reactions to ingredients in the product cannot be considered a product fault and will not be replaced or refunded. (Please advise your therapist beforehand if you have any ingredient allergy so she does not prescribe a product containing that allergen)
7. Retail products have an unopened shelf life and an opened shelf-life, please check with your therapist
8. Products should always be kept in a cool place away from direct or indirect sunlight.
9. Caution: Some products contain ingredients like Vitamin C or AHA's which can discolour painted surfaces.

### Treatment Cautions

- Our therapists will be completing a thorough consultation with you on your first visit. Please ensure total honesty with regards to medical conditions, medication, allergies, sensitivities, previous products used and anything else you feel is relevant e.g. claustrophobia. Please inform us should any of this have changed in future appointments.
- All Spa treatments have a certain benefits - be it physical or psychological, *Ginkgo Spa Consult cc* cannot be held responsible should the effect of the treatment not reach the client's expectations

### Facial Treatments

- Please avoid the sun (direct or via sun bed), waxing procedures, laser/IPL, and ..... *For the next 2 days*
- Always wear sunscreen during the day

### Manicure & Pedicure

- All our instruments that we use are thoroughly sanitised before use to prevent infections and fungus being transferred from client to client.
- Please inform us should you have any nail disease or fungus so that we can take the proper care to protect all involved.

### Massage (including heat treatments)

- Please inform us if you have any medical conditions, including any metal pins or plates.

### Eyelash Tinting

- Eyelash tint can cause allergic reactions, should you be concerned ask us to do a 24hr patch test prior to a treatment (an Elastoplast containing the products used will be applied to the inside crease of your elbow, and left there for 24hrs)

### Waxing Procedures

- Waxing procedures can be more sensitive during menstruation, try and plan your treatments accordingly
- Waxing can leave the skin red and sensitive and in some cases, rashes may occur
- Avoid the sun, heat treatments, facial treatments (after facial waxing), hot showers and baths immediately after waxing

I have read and understood *Salon name* terms & conditions of business

Signed: \_\_\_\_\_

Client Name: \_\_\_\_\_

Witness:

Date: