

# Clinic Policy

At Ruby Simone Beauty we aim to provide a smooth and hassle-free treatment while providing the best service possible.

## **Appointment and Treatment Participation**

We recommend arriving 10 minutes prior to your appointment time in order to complete any consultation/consent forms and assist our team to run on time. Please be courteous and advise us if you are running late, as we may be able to rearrange your appointment to avoid inconveniencing other clients and still provide your scheduled treatment. If you do not advise us that you are running late we will be forced to give away your appointment time and you will forfeit any deposit made.

Please be advised that steering away from clinic treatment interval recommendations may affect the overall effectiveness of your personal treatment. Ruby Simone Beauty is not liable for any lack of results caused by non-attendance.

We require all clients to commit to full medical disclosure and be honest in communicating pre-existing conditions, allergies and/or prior reactions. All medical information is held according to our Privacy Policy.

The Ruby Simone Beauty team are considerate of personal circumstances changing, however, it is wholly your responsibility to ensure you are able to commit to your treatment plan and investment purchased, for the entire duration of your treatment course within the date of validity.

## **Bookings, Cancellation, and Rescheduling Policy**

Ruby Simone Beauty will send an appointment confirmation and additional treatment information via email or SMS.

We appreciate you contacting us should you need to change, cancel or reschedule an appointment or if you have any concerns.

Please be considerate of others and provide at least 24 hours notice to cancel or reschedule.

Credit card details or a deposit may be required to secure appointments (In most cases this is redeemable against your booked treatment on the day).

In the case of pre-paid treatments, the cost in its entirety will be forfeited.

## **Gift Vouchers/Treatment Packages**

Ruby Simone Beauty will maintain all client Treatment Package information on file. Clients who cancel/reschedule less than 24 hours before may forfeit the treatment from their pre-purchased package. All Treatment Packages are purchased upfront and are valid for one year from the date of purchase. Treatment Packages cannot be transferred to another individual or treatment area.

We reserve the right to reject a Gift Voucher credit if the Gift Voucher is not presented. Any lost or stolen vouchers, unfortunately, cannot be replaced.

Gift Vouchers have an expiry of three (3) years unless otherwise stated.

## **Refund Policy**

Management reserves the right to review your individual Treatment Package and/or Gift Voucher purchased and offer an alternative treatment option (up to the same value of your remaining credit) in the event it is deemed you are not suitable to proceed with the initial treatment plan.

By purchasing a Treatment package and/or Gift Voucher upfront you accept the Treatment Plan recommended by your technician and agree that you have been fully advised of the result expectations. The Ruby Simone Beauty team are considerate of personal circumstances changing, however, it is wholly your responsibility to ensure you are able to commit to your treatment plan and investment purchased, for the entire duration of your treatment course within the date of validity.

Ruby Simone Beauty will offer a refund when required by Australian Consumer Law. Refund calculation for treatment packages = the total amount paid by the client minus each treatment/missed appointment charged at RRP (as this now becomes a 'pay as you go rate').

Treatments purchased on sale or during promotional periods are non-refundable or transferable.

## **Adverse Reaction Policy**

In the unlikely event you experience a side effect from a treatment, please advise the clinic directly and present yourself within 24 to 48 hours of the adverse reaction occurring. Full cooperation during this time is required, which will include weekly consultations for assessment (photos and documentation). Additional treatments and products may be required to be purchased by the client.

The client also indemnifies Ruby Simone Beauty for any external costs associated to remedy the side effect.

**Pricing Policy**

Ruby Simone Beauty reserves the right to alter treatments and pricing without prior notice.

**Booking Deposits**

Ruby Simone Beauty reserves the right to charge Booking Deposits (often redeemable) for selected procedures.

Management reserves the right to change our clinic policies at any time without notice.