

Luceo Aesthetics Terms and Conditions

The owner of the business is Luceo Aesthetics Limited.

Company registration number: SC675388

Clinical Director/Aesthetic Nurse Practitioner- Angie Mackenzie, RGN, RM, PGDip CAIT

Marketing Director- Lisa Mackenzie, BA Media, MSc International Marketing & Branding

Address: Dalmuir, 19 Strang's Ley, Forfar, DD82ED

Tel 07732467722

Email:info@luceoaesthetics.com

In using this website you are deemed to have read and agreed to the following Terms and Conditions:

Appointments

The legal age for Botox Anti-Wrinkle Treatment and Dermal Filler treatment is 18 years and above. Luceo Aesthetics has a policy of only providing these treatments to those aged 21 years and above. You may be asked ID to confirm Proof of Age. Consultations for medical grade skin care, chemical peels and facials will be offered for those aged 18 years and above.

Booking Fees

A booking fee is taken before any consultation appointment is confirmed. This is non – refundable, but is deducted against any treatment or skincare purchased. The booking fee is currently £30. There will be no booking fee required for any post treatment follow up appointments.

Payments

Treatment costs will be discussed at your consultation. Payment can be made using either direct bank transfer, credit or debit cards. We do not accept cash payments or cheques.

If you are agreeing to significant treatment plans, you may be asked to pay an upfront deposit prior to your treatment appointment. This is to cover part of the cost of expensive, often prescription only, medicines/products. Any such deposits will be non - refundable should you then change your mind and decide against treatment.

Appointment Cancellation

If you require to reschedule your appointment, please give us as much notice as

possible so we can offer your appointment to other clients. A minimum of 48 hr notice is required to avoid losing the booking fee.

Refusal of Treatments

We reserve the right to refuse treatment where we deem it inappropriate for any reason. The aesthetic practitioner's decision is final in this regard.

Privacy Statement

Luceo Aesthetics Limited are registered with the Information Commissioner Office and comply with data processing regulations. The General Data Protection Regulation (GDPR) (EU) 2016/679 and Data Protection Act 2018 came into force on 25 May 2018. All organisations that process personal data are required to comply with the requirements of this legislation

We process the personal data of our clients to allow safe practice and documentation required to provide a quality aesthetic service. This information may be needed should any complications or follow up treatments be required.

Photographs will only be used for social media purposes (on our Website, Facebook or Instagram etc) if you have signed and agreed to this. In the event of any complications, these photos and essential information may be shared with other healthcare professionals for the purpose of support in the efficient and safe management of the same.

Your personal health records will be stored securely and only accessed by our clinical director or other relevant health professionals who have a valid reason to access them in special circumstances (e.g. during our Healthcare Improvement Scotland Service Inspection). Photographs will be accessed and processed by our marketing director.

Complaints:

Luceo Aesthetics takes pride in the quality of its service and hope you have no reason for complaint. However, any complaints will be treated sensitively and confidentially with an emphasis on resolving the problem quickly.

Who to complain to:

If you wish to submit a written complaint, please do so by email or letter. Complaints should be sent to: Angie Mackenzie, Clinical Director/Aesthetic Nurse Practitioner, Luceo Aesthetics Limited, Dalmuir, 19 Strang's Ley, Forfar, Angus, DD82ED, Email: info@luceoaesthetics.com

Any complaints relating to treatments should be notified within 4 weeks of such

treatment.

We aim to acknowledge any complaints in writing/by email within 72 hrs and look to investigate and give a resolution/response to the complaint within 28 days.

Alternatively, Healthcare Improvement Scotland is the regulator for independent healthcare services across Scotland and can accept complaints at any time from a complainant. Contact details are: Healthcare Improvement Scotland, Independent Healthcare Team, Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB, Tel 0131 623 4342. Email: hcis.clinicregulation@nhs.scot

Consenting to Treatment

A face to face consultation (not video or telephone) must take place with a medical prescriber before anyone receives cosmetic/aesthetic treatments, (this is the law). Angie, our Aesthetic Nurse Practitioner, is an independent prescriber. Prior to treatment being undertaken, you will be asked to read and sign a consent form(s).

This form is a record of you deciding to proceed with a procedure having considered the potential positive and negative outcomes and medical risks listed on the form and any impact they may have on your wellbeing.

Act of God

Events outside of human control, such as sudden floods, earthquakes, or other natural disasters, for which no one can be held responsible are classed as Acts of God. This includes weather-related issues such as snow, ice, floods etc. Luceo Aesthetics Limited does not issue refunds for Acts of God.

If Luceo Aesthetics Limited chooses to cancel a clinic due to an Act of God, then it is not liable for any loss resulting to the customer because of this cancelled clinic.

Covid Pandemic Disruption

Luceo Aesthetics Limited cannot be held liable for any disruption/cancellation to treatment plans or follow up appointments that may be caused due to ongoing guidelines related to Covid 19, for example if staff or clients need to self- isolate or if government guidance prevents us from operating our business.