

Terms & Conditions

Welcome to Amanda Wicks Professional Skin Therapist.

By booking an appointment or purchasing a treatment with me, you agree to the following Terms & Conditions. These terms are designed to ensure a professional, safe, and enjoyable experience for all clients.

1. Appointments & Bookings

Appointments can be booked by telephone, email, social media, or in person. All appointments are subject to availability and confirmation.

A deposit may be required to secure your booking. Deposits are non-refundable and will be deducted from the total treatment cost.

Please ensure all personal and medical information provided during consultation is accurate and up to date.

2. Consultation & Medical Information

Certain treatments require a consultation and patch test prior to treatment. Patch tests must be completed at least 24–48 hours before applicable treatments.

Clients must disclose any medical conditions, allergies, medications, pregnancy, or skin sensitivities before treatment. Failure to provide accurate information may result in treatment being refused.

Amanda Wicks Professional Skin Therapist reserves the right to refuse treatment if it is considered unsuitable, unsafe, or contraindicated.

3. Cancellation & Rescheduling Policy

A minimum of 24 hours' notice is required to cancel or reschedule an appointment.

Cancellations made with less than 24 hours' notice may incur a cancellation fee of up to 50% of the treatment cost. Missed appointments or "no-shows" may be charged at 100% of the booked treatment cost.

If you arrive late, treatment time may need to be shortened to avoid delaying subsequent clients. Full treatment charges will still apply.

4. Payments

Payment is due at the time of treatment unless agreed otherwise in advance.

Accepted payment methods include cash, card payment and bank transfer where available.

Treatment prices are subject to change without notice; however, confirmed bookings will be honoured at the agreed price.

5. Gift Vouchers & Treatment Packages

Gift vouchers are non-refundable and cannot be exchanged for cash. Expiry dates apply where stated.

Treatment packages are non-transferable and non-refundable once commenced.

6. Refund Policy

Due to the nature of beauty and skincare treatments, refunds cannot be provided once a treatment has been completed.

If you are dissatisfied with your treatment, please contact me within 48 hours so concerns can be reviewed and resolved where possible.

7. Results Disclaimer

Individual treatment results may vary depending on skin type, lifestyle, medical history, and adherence to aftercare advice. No guarantees can be made regarding treatment outcomes.

8. Health & Safety

Clients are expected to follow all pre-treatment and aftercare advice provided.

To protect other clients and myself, and for hygiene and safety reasons, a client showing signs of contagious illness will be asked to reschedule their appointment.

9. Age Restrictions

Clients under the age of 18 must have written parental or guardian consent for treatments, and a parent or guardian may need to be present during the appointment.

10. Personal Belongings

Amanda Wicks Professional Skin Therapist accepts no responsibility for loss or damage to personal belongings during appointments.

11. Photography & Social Media

Photographs may occasionally be taken for treatment records or marketing purposes. Images will not be shared without client consent.

Clients may withdraw consent for image use at any time.

12. Privacy & Data Protection

All client information is kept confidential and handled in accordance with UK data protection legislation. Personal information will never be shared with third parties unless required by law.

Please also refer to the Privacy Policy available on the website.

13. Liability

Amanda Wicks Professional Skin Therapist will not be liable for any adverse reactions where medical information has not been fully disclosed by the client.

Clients agree that treatments are undertaken at their own risk once informed consent has been provided.

14. Sole Trader Information

Amanda Wicks Professional Skin Therapist is operated as a sole trader business in the United Kingdom.

15. Contact Information

Amanda Wicks

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Telephone: 07793 798370

Website: amandawicksproskin.co.uk