

MIMI SPA LIMITED

Website Terms, Privacy Policy, Cookie Policy & Disclaimer

Last updated: 30 August 2026

These terms apply to your use of the Mimi Spa website at www.mimispa.co.uk ("the Website").

Mimi Spa is operated by **Mimi Spa Limited**, registered at **28 Main Street, Stretton, Burton upon Trent, Staffordshire, DE13 0EA** ("Mimi Spa", "we", "us" or "our").

1. Website Terms & Conditions

1.1 Use of this Website

By accessing or using this Website, you agree to comply with these Website Terms and Conditions.

If you do not agree with these terms, please do not use the Website.

We reserve the right to amend these terms from time to time. Any changes will be posted on this page and will take effect when published.

1.2 Website information

We aim to ensure that the information contained on the Website is accurate and up to date. However, information relating to treatments, prices, availability and services may change without notice.

Information on the Website is provided for general information purposes only and should not be regarded as professional medical, dermatological or other healthcare advice.

Treatment suitability will always be assessed by an appropriately qualified member of the Mimi Spa team before treatment where appropriate.

1.3 Treatment information

Descriptions of treatments, products and services on the Website are provided for general information.

Results from beauty treatments can vary between individuals and Mimi Spa does not guarantee any particular outcome.

Some treatments may not be suitable for every client. Contraindications, medical history, medication, allergies, skin conditions and other relevant circumstances may affect treatment suitability.

Clients are responsible for providing accurate and complete information during consultations and before treatment.

Mimi Spa reserves the right to decline, postpone or modify a treatment where it reasonably considers this necessary for the client's safety or wellbeing.

1.4 Prices

All prices displayed on the Website are subject to change.

Unless expressly stated otherwise, prices shown are in pounds sterling (£).

The price applicable to a treatment or service will be confirmed at the time of booking.

We reserve the right to correct obvious pricing errors.

1.5 Bookings

Mimi Spa provides online appointment booking through the **Phorest booking system**.

Where online booking is available, bookings are subject to availability and the booking terms applicable at the time of reservation.

A booking may not be considered confirmed until the Website or Mimi Spa has provided confirmation.

Additional booking, deposit, cancellation and rearrangement terms may apply and will be provided to clients at the time of booking.

1.6 Cancellations and missed appointments

Mimi Spa may operate a cancellation and appointment policy requiring a specified period of notice.

Any applicable cancellation charges, deposits or booking conditions will be communicated to the client before or at the time of booking.

Nothing in these terms is intended to exclude or restrict any statutory consumer rights.

1.7 Online Payments

Mimi Spa may accept online payments and deposits through the Website and/or the Phorest booking system.

Payments may be processed by PhorestPay and/or another third-party payment processor used by Mimi Spa.

Payment information is processed through the relevant payment provider's secure payment systems.

Mimi Spa does not ordinarily receive or store your complete payment-card details.

The relevant payment provider may process personal and payment information in accordance with its own terms and privacy policy.

1.7.1 Deposits

Mimi Spa may require a deposit to secure an appointment.

The amount of any required deposit will be displayed or communicated during the booking process.

Where a deposit is taken through Phorest or PhorestPay, the deposit will be associated with the relevant appointment and, subject to Mimi Spa's booking and cancellation terms, may be applied towards the cost of the treatment.

Deposits may be forfeited where an appointment is cancelled or missed without the required notice, subject to the cancellation terms communicated to the client at the time of booking and applicable consumer law.

Where a booking is cancelled within the permitted cancellation period, Mimi Spa will deal with the deposit in accordance with the applicable booking terms.

1.8 Intellectual property

Unless otherwise stated, all content appearing on this Website, including text, photographs, graphics, logos, branding, designs and other material, is owned by or licensed to Mimi Spa.

You may view and use the Website for your personal, non-commercial purposes.

You must not reproduce, copy, modify, distribute, publish or commercially exploit Website content without our prior written permission.

1.9 Third-party websites

The Website may contain links to websites operated by third parties.

These links are provided for convenience only. Mimi Spa does not control and is not responsible for the content, security, availability or privacy practices of third-party websites.

Visiting a third-party website is at your own risk and subject to that website's own terms and policies.

1.10 Website availability

We do not guarantee that the Website will always be available, uninterrupted, secure or free from errors.

We may suspend, withdraw or amend the Website or any part of it without notice where reasonably necessary.

1.11 Liability

Nothing in these terms excludes or limits liability where it would be unlawful to do so.

In particular, nothing excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability which cannot legally be excluded or limited.

Subject to the above, Mimi Spa shall not be responsible for losses that are not reasonably foreseeable arising from your use of the Website.

Nothing in these terms affects your statutory rights as a consumer.

1.12 Governing law

These Website Terms are governed by the laws of England and Wales.

Any disputes arising in connection with the Website shall be subject to the jurisdiction of the courts of England and Wales, subject to any mandatory consumer rights which may apply.

1.13 Gift Vouchers and Courses

Where Mimi Spa offers gift vouchers, treatment courses or packages, additional terms may apply.

Any applicable expiry date, treatment restrictions, transferability, redemption conditions or other restrictions will be communicated at the time of purchase.

Treatment courses and packages are subject to availability and may be subject to individual treatment suitability requirements.

1.14 Cancellations, Rearrangements and Missed Appointments

Mimi Spa recognises that circumstances can change and clients may occasionally need to rearrange an appointment.

Clients should provide as much notice as possible when cancelling or rearranging an appointment.

The cancellation period and any applicable cancellation charge or deposit conditions will be communicated during the booking process or at the time the appointment is made.

Where an appointment is cancelled with insufficient notice or a client fails to attend, Mimi Spa may retain an applicable deposit or charge the applicable cancellation or non-attendance fee in accordance with the booking terms accepted by the client.

Mimi Spa will consider exceptional circumstances reasonably and fairly.

Nothing in these terms is intended to remove or restrict any statutory rights you may have as a consumer.

2. Privacy Policy

2.1 Introduction

Mimi Spa respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect personal information when you visit our Website, contact us, make an enquiry, make a booking or use our services.

We process personal information in accordance with applicable UK data protection legislation, including the UK GDPR and Data Protection Act 2018, as applicable.

2.2 Information we may collect

Depending upon how you interact with us, we may collect:

- your name;
- telephone number;
- email address;
- postal address;
- booking and appointment information;
- treatment preferences;
- information provided during consultations;
- relevant allergies, contraindications or other information necessary to assess

treatment suitability;

- payment and transaction information;
- communications between you and Mimi Spa;
- website usage and technical information;
- marketing preferences; and
- information provided through contact, enquiry or booking forms.

We only collect information that is reasonably necessary for the purposes described in this Privacy Policy.

2.3 How we use your information

We may use personal information to:

- respond to enquiries;
- arrange and administer appointments;
- provide treatments and services;
- assess treatment suitability and client safety;
- process payments;
- communicate with you about appointments;
- administer cancellations and rearrangements;
- maintain business and financial records;
- improve our services and Website;
- deal with complaints or enquiries;
- comply with legal and regulatory obligations;
- prevent fraud or misuse; and
- send marketing communications where we have a lawful basis to do so.

2.4 Lawful basis

Depending upon the circumstances, we may process personal information because:

- it is necessary to perform a contract with you;
- you have given consent;
- it is necessary for us to comply with a legal obligation;
- it is necessary for our legitimate business interests; or
- another lawful basis applies under applicable data protection legislation.

Where we rely on consent, you may withdraw that consent at any time.

2.5 Treatment and consultation information

Certain information provided during a consultation may be particularly sensitive.

We will only collect and use such information where it is necessary for legitimate purposes such as assessing treatment suitability, client safety, providing treatments or complying with applicable legal obligations.

Access to client information will be restricted to those who reasonably need it for their role.

2.6 Sharing information

We may share relevant information with trusted third parties where necessary to operate our business, such as:

- online booking providers;
- payment providers;
- website hosting and IT providers;
- email and communication providers;
- accountants and professional advisers;
- insurers;
- regulatory or law-enforcement authorities where legally required; and
- other service providers acting on our behalf.

We do not sell your personal information.

Where appropriate, we require third-party providers to handle personal information securely and in accordance with applicable data protection requirements.

2.7 Marketing

Where permitted by law, we may send information about Mimi Spa, treatments, promotions and services.

You can unsubscribe from marketing communications at any time by using the unsubscribe facility provided or contacting us directly.

We will respect your marketing preferences.

2.8 How long we keep information

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, including where necessary to meet legal, accounting, insurance or regulatory requirements.

Different categories of information may therefore be retained for different periods.

When information is no longer required, we will securely delete or dispose of it where reasonably practicable.

2.9 Data security

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

2.10 Your rights

Subject to applicable legal conditions, you may have rights including:

- the right to access your personal information;
- the right to request correction of inaccurate information;
- the right to request deletion;
- the right to restrict processing;
- the right to object to certain processing;
- the right to data portability; and
- the right to withdraw consent where processing is based on consent.

To exercise your rights, contact us using the details below.

2.11 Complaints

If you have concerns about how Mimi Spa handles your personal information, please contact us first so that we can investigate and attempt to resolve the issue.

You also have the right to complain to the UK's data protection regulator, the Information Commissioner's Office (ICO).

Information about making a complaint is available from the ICO website.

2.12 Contact

Mimi Spa Ltd

Legal business name: Mimi Spa Limited

Address: 28 Main Street, Stretton, Burton upon Trent, Staffordshire, DE13 0EA

Email: reception@mimispa.co.uk

Telephone: 01283 569600

Website: www.mimispa.co.uk

3. Cookie Policy

3.1 What are cookies?

Cookies are small files or similar technologies which are stored on or accessed from your device when you visit a website.

They can be used to make websites function correctly, remember preferences, understand how visitors use a website and, where permitted, support advertising and marketing.

3.2 Cookies we use

The cookies used by this Website may include:

Strictly necessary cookies

These cookies are required for the Website to operate properly.

They may include cookies required for security, page functionality, booking functionality or other essential features.

Analytics cookies

Where enabled, analytics cookies help us understand how visitors use the Website, such as which pages are visited and how users navigate the Website.

We will obtain consent where required before using non-essential analytics cookies.

Marketing and advertising cookies

Where used, these cookies may help us understand the effectiveness of advertising or enable relevant advertising across websites and platforms.

These cookies will only be used where the necessary consent has been obtained.

3.3 Your cookie choices

Where required, we will ask for your consent before placing non-essential cookies on your device.

You can change or withdraw your cookie preferences at any time through the Website's cookie settings facility.

You can also control cookies through your browser settings, although disabling certain cookies may affect Website functionality.

3.4 Third-party cookies

Some features of the Website may be provided by third parties, such as:

- Google Analytics;
- Google Maps;
- Meta/Facebook;
- Instagram;

- online booking systems;
- payment providers; or
- embedded video or social media services.

These third parties may use cookies or similar technologies in accordance with their own policies.

The exact cookies used by the Website should be reviewed regularly and reflected in the Website's cookie consent system.

4. Website Disclaimer

The information provided on this Website is intended for general information purposes only.

Although Mimi Spa takes reasonable care to ensure that information is accurate and up to date, we do not guarantee that all information will always be complete, accurate or current.

Information about treatments, skincare, and beauty services should not be regarded as medical advice or as a substitute for consultation with an appropriately qualified healthcare professional.

Individual treatment results vary and no guarantee is given that a particular treatment will achieve a particular result.

Before undertaking certain treatments, Mimi Spa may require a consultation, patch test, medical questionnaire, consent form or other suitability assessment.

You should provide complete and accurate information about relevant medical conditions, allergies, medication, previous treatments and other matters which may affect treatment suitability.

Nothing on this Website should be interpreted as a guarantee that a particular treatment is suitable for you.

If you have concerns about your health or whether a treatment is appropriate, you should obtain appropriate professional medical advice.

5. Website Reviews, Testimonials & Images

Where the Website contains client reviews, testimonials or treatment photographs, these are provided for illustrative purposes.

Individual experiences and treatment outcomes vary.

Before-and-after photographs are not intended to guarantee that another client will achieve the same or similar result.

Where identifiable client images or testimonials are used, Mimi Spa will obtain appropriate permission or consent where required.

6. Website Security

We take reasonable steps to maintain the security of the Website.

However, we cannot guarantee that the Website will be completely free from viruses, malware or other harmful components.

You should use appropriate security software and keep your own devices protected.

7. Changes to this Legal Information

We may update these terms, policies and notices from time to time to reflect changes in our business, services, technology or applicable law.

The latest version will be published on this Website and will show the date on which it was last updated.

8. Contact Us

If you have any questions regarding these terms, our Privacy Policy, cookies or the way we operate the Website, please contact:

Mimi Spa Ltd

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