



PROFESSIONAL TREATMENTS POLICY

CANCELLATIONS

Clarins UK Ltd offers you the opportunity to amend or cancel your appointment up to 24 hours before the appointment is due to take place in our Skin Spas and BeautyBARs.

Unfortunately, we are unable to amend bookings within 24 hours' notice of your appointment and you will be charged if you do not attend.

If you have missed a previous appointment Clarins has the right to request the full payment for the treatment upon creating the booking in store. The payment can be refunded if you choose to cancel or amend your booking within the cancellation policy guidelines.

For bookings made online, your booking fee is non-refundable. If you decide to cancel your appointment, we will hold your booking fee for your next online booking with us.

LATENESS

To make sure we can provide you with the full professional treatment experience, please arrive 10 minutes prior to your appointment starting.

If you are running late to your appointment, please contact the Skin Spa or BeautyBAR to inform them, so that they can try to accommodate your booking.

If you arrive for your appointment after the start time, the therapist will adapt the treatment to the remaining time allocated, however you will still be charged the full price of the treatment. We cannot guarantee if you are unable to make the appointment for the time booked that the therapist will be able to carry out your treatment as to minimise impacting other customers' treatment experience.

Please refer to our cancellation policy for guidelines on how to cancel or amend a booking if you are unable to make an appointment.

PRE-PAID COURSE

If you have a pre-paid course, please login to your Phorest account and select a service from the 'Prepaid Facial Client Courses 2019' or the 'Prepaid Body Client Courses 2019' from the menu on the left, or please call or visit us in store to make your booking.

If you are purchasing a treatment with a gift voucher, then please call or visit us in store to make your booking.

To view your booking or amend an appointment, please login to your Phorest account to do so. If you do not have an account, please select a category from the menu on the left to see our list of services.

COURSE BOOKING PROMOTIONS

6 FOR 5

Course of 6 Clarins Treatments for the price of 5 must be paid in full at the time of booking. All treatments must be booked and completed within one year of the date purchased. All Course Booking Promotion Offers ("this Offer") are valid for one year from the date of purchase. Any treatment(s) purchased under this Offer due to take place more than one year later than the date of purchase will automatically be void. We are unable to amend bookings within 24 hours' notice of your appointment and missed appointments will result in treatments being deducted from your course. This Offer is sold as a maximum of 1 per person. Treatments booked must be within the same 'category' and of the same price point (as determined by Clarins, acting reasonably). Appointments are subject to availability. This Offer cannot be used in conjunction with any other Clarins offer. Clarins reserves the right to modify, cancel and limit any promotion or offer. This Offer is not available to book online. This Offer can only be purchased in store. Loyalty scheme points cannot be redeemed against the 6th treatment.

6 FOR 4

Course of 6 Clarins Treatments for the price of 4 (the Offer) must be paid in full at the time of booking. All treatments must be booked and completed within one year of the date on which the Offer was purchased. Any treatment(s) purchased under this Offer due to take place after this date will automatically be void. We are unable to amend bookings within 24 hours' notice of your appointment and missed appointments will result in treatments being deducted from your course. This Offer is sold as a maximum of 1 per person. Treatments booked must be within the same 'category' and of the same price point (as determined by Clarins, acting reasonably). Appointments are subject to availability. This Offer cannot be used in conjunction with any other Clarins offer. Clarins reserves the right to modify, cancel and limit any promotion or offer. Offer is not available to book online. This Offer can only be purchased in store. Loyalty scheme points cannot be redeemed against the 6th treatment.

3 FOR 2

Course of 3 Clarins Treatments for the price of 2 (the Offer) must be paid in full at the time of booking. All treatments must be booked and completed within one year of the date on which the Offer was purchased. Any treatments purchased under this Offer due to take place after this date will automatically be void. We are unable to amend bookings within 24 hours' notice of

your appointment and missed appointments will result in treatments being deducted from your course. This Offer is sold as a maximum of 1 per person. Treatments booked must be within the same 'category' and of the same price point (as determined by Clarins, acting reasonably). Appointments are subject to availability. This Offer cannot be used in conjunction with any other Clarins offer. Clarins reserves the right to modify, cancel and limit any promotion or offer. This Offer is not available to book online. This Offer can only be purchased in store. Loyalty scheme points cannot be redeemed against the 3rd treatment.

GIFT VOUCHERS

SKIN SPA

This gift card may be redeemed only at this Clarins Skin Spa for the treatment specified above and within 12 months of purchase. Exact treatment specifications are subject to review and amendment by Clarins at any time. This gift card has no monetary value and cannot be exchanged for a cash refund, or products. In the event of any validation or redemption queries then a proof of purchase must be provided. Clarins cannot replace or reimburse the value of your gift card if it is lost, stolen or damaged. Please present this gift card at the time of your appointment.

BEAUTYBAR

This gift voucher may be redeemed only at this Clarins BeautyBAR for the treatment specified above and within 12 months of purchase. Exact treatment specifications are subject to review and amendment by Clarins at any time. This voucher has no monetary value and cannot be exchanged for a cash refund, or products. In the event of any validation or redemption queries then a proof of purchase must be provided. Clarins cannot replace or reimburse the value of your gift card if it is lost, stolen or damaged. Please present this card at the time of your appointment.

BEAUTYBAR LOYALTY CARD (*SSPA TIME FOR ME VISIBLE ON CARD*)

1. These terms and conditions govern the collection and use of the BeautyBAR loyalty card associated with the Clarins BeautyBAR loyalty scheme.
2. This card can only be used by the client named overleaf ("the cardholder") and is not transferable.
3. Stamps are available on all qualifying purchases of Clarins BeautyBAR treatments made at the point of sale at which the cardholder's loyalty card was issued. Clarins treatments purchased elsewhere will not qualify. Clarins may at its entire discretion vary from time to time which of its services are included or excluded as qualifying purchases.
4. Stamps will be awarded to the cardholder for every £26 ("full priced") BeautyBAR treatment they purchase.
5. The cardholder must present their card at the time of purchase in order to receive the relevant stamps.
6. Once nine stamps are collected the cardholder may redeem a free qualifying BeautyBAR treatment. Clarins may at its entire discretion vary from time to time which of its services are deemed qualifying treatments. Without limitation, treatment add-ons are neither qualifying purchases nor qualifying treatments.
7. In the event of any validation or redemption queries Clarins reserves the right to request proof of qualifying purchases.

8. When sufficient stamps have been accumulated for a qualifying treatment, as determined by Clarins at its entire discretion from time to time, then redemption of the tenth treatment can only be made at the point of sale at which the card was issued.
9. The cardholder must state at the time of booking that stamps will be redeemed in respect of the qualifying treatment booked. All bookings for complimentary treatments are subject to availability.
10. The complimentary treatment (“tenth treatment”) is not redeemable for cash and has no monetary or transfer value and can only be redeemed for qualifying treatments in accordance with these terms. Each card may only hold a maximum of nine stamps. Cardholder may only have 1 card at a time at a particular point of sale.
11. The Scheme is only open to UK residents aged 18 years or above.
12. Clarins reserves the right to change, amend or cancel this scheme without prior notice at any time at its absolute discretion. If Clarins (UK) Ltd reasonably believes that the cardholder has breached these terms or acted in a manner which may bring disrepute to Clarins or the Scheme then the accrued stamp balance may be terminated without prior notice and the cardholder will not be able to redeem the complimentary treatment.
13. These Terms are subject to the laws of England and Wales and any dispute under or in connection with these Terms is subject to the exclusive jurisdiction of the English courts.
14. The promoter of this Scheme is Clarins (UK) Limited, 10 Cavendish Place, London W1G 9DN.