

REFUNDS AND RETURNS

- You are entitled to change your appointment free of charge up to 2 days (48hrs) before the scheduled date. Any changes after this will be considered a cancellation and your deposit will not be refunded.
- Due to circumstances, outside of our control there may be occasions when we must cancel the clinic and appointments at very short notice. We will endeavour to offer you a similar appointment for the soonest date available often by opening a new date. Please note that refunds will not be given for any other expenses you may incur such as train tickets, flight or hotel bookings.
- The clinic can run behind schedule of up to 60 minutes. Sometimes in complicated cases this can result in clinic delays. If the clinic is running late you will not be entitled to a refund or transfer of your deposit. Please contact HHSKIN at your earliest convenience to reschedule your appointment if you envisage this being a problem.
- Products bought in clinic or on the online store are non-refundable unless they are faulty - products will need to be returned to HHSKIN for assessment before a refund can be processed.
- All courses/packages including facials and laser hair removal purchased at HHSKIN are non-refundable. All queries regarding courses/packages will be at the director's discretion.
- A session will be redeemed or a charge will be applicable for candidates who do not provide 48 hours' notice of cancellation. Depending on whether you are on a course of treatments or purchasing a single session - if you give 48 hours notice no penalty will be incurred. If you cancel less than 48 hours or do not show up for your booked appointment, then you will lose that session.

PROMOTIONS

- At times HHSKIN may run promotions for its customers and HHSKIN reserves the right to change any aspect of the promotion without notice.
- Promotions may have separate terms and conditions applied to them that are not set out here.
- Promotional offers are not to be used in conjunction with any other offers unless specifically stated.
- All treatments, products and offers are subject to availability.
- 10% off your first purchase on HHSKIN's online store can only be used once.