

RESTORE

ETHOS

Our aim is for clients to feel relaxed and pampered with one-to-one beauty treatments. We offer a variety of beautifying treatments to make clients feel like a restored and better version of themselves.

TERMS & CONDITIONS

At Restore, we go out of our way to make sure our valued clients have the best experience possible, from the minute they enter our doors to the moment they leave our incomparable Salon.

Please take a moment to review our policies to ensure you understand our operations procedures. If you have any questions, just get in touch and we'll be happy to help.

BOOKING

Treatment reservations can be made by contacting us directly or by using our online booking system. Due to covid-19, we are no longer taking walk -ins, so please book your treatment's in advance, this will also ensure that your preferred time and treatment is available and will avoid disappointment.

If you are unsure of what to book we will be delighted to advise you and recommend treatments to suit your requirements.

PATCH TEST

For some treatments, it may be necessary to do a patch test before your treatment. This should be done at least 24 hours before the treatment (48 hours or earlier if you have diabetes or any other special circumstances.)

You will also need to do another patch test if you have had a change in your medical history, any hormonal changes such as pregnancy or menopause or if there has been a 12month interval since the last treatment.

CONSULTATION

Our treatments include a consultation and aftercare advice. So we can deliver a safe treatment, it is essential that you advise of any health conditions and medication. All information will be kept in the strictest of confidence and you data is stored safely.

We recommend you arrive five minutes prior to your first appointment to allow yourself time to complete the compulsory health questionnaire and to relax. Arriving late will deprive you of time off your treatment!

RESTORE

RUNNING LATE

RESTORE is a very popular Salon. This means that more often than not, we are booked to capacity. If you show up late to your appointment (without letting us know), we will do our best to honour your full treatment time, however, it may be necessary to shorten or cancel your appointment for the consideration of other clients.

NEED TO RESCHEDULE OR CANCEL

We know that life sometimes gets in the way. That's why we try to be as flexible as possible when it comes to cancelling appointments. If you cancel more than 24 hours before your set appointment, we'll do our best to set up a better slot for you, no questions asked.

If you need to cancel or re-schedule your appointment in under 24 hours, you may be charged 50% of the cost of the treatment. You will need to contact us directly by phone or text, whichever is the easiest. If we are closed, just leave us a message.

If you are unable to attend due to covid, we will reschedule your appointment without any fee.

Regrettably full charges will be imposed for 'no shows'.

RIGHT TO REFUSE

Our salon staff has the right to refuse service to anyone behaving improperly, intoxicated or if their state of health may influence the effects of the service.

UNDER 16

We will not treat anyone under the age of 16 without a parent or guardian being present. The parent will also need to sign a consent form for the treatment taking place.

CHALLENGE 25

If you are lucky enough to look under 25, you will be asked to prove that you are over 18 when having treatments at RESTORE.

This is part of the Greenwich Brough initiative, that we are proud to support.

GIFT VOUCHERS

Our Gift Cards are available for all treatment. Vouchers, are non-refundable and must be produced at the time of use. Vouchers are valid for 12 months from the date of purchase. Gift Cards cannot be exchanged for cash. Restore Beauty cannot accept liability for lost gift cards. Please note Gift Vouchers cannot be used to purchase products.

Our expert team will be delighted to assist you if you need advice.

RESTORE

COURSES

All courses must be paid for in full at the time of booking and completed within 12 months and are non-refundable. Missed appointments may result in treatments deducted from your course.

SUBSCRIPTIONS

You may cancel your contract at any time within fourteen days, in this case, you will receive a full refund of the price paid. After 14 days you are able to book and use your treatments as outlined in your subscription. Your subscription has a 3 month minimum term contract.

If you wish to cancel your subscription, log into your account and select to cancel your subscription. Your subscription must be cancelled at least 10 days before your payment date, or you may be charged for an additional month.

DEPOSITS

We reserve the right to request a deposit in order to secure an appointment. Any changes to the appointment must be made in accordance to the cancellation policy.

HUNGRY?

For respect of our staff and other clients we kindly ask our patrons to refrain from eating in the salon. There is a seating area in the outdoor space, where clients are free to eat and drink, should they wish to do so.

FILMING

We have CCTV in operation in some areas of the salon.

ANIMALS

With the exception of guide dogs, animals are not allowed in the salon.

HAPPY WITH YOUR TREATMENT

Tell us! Our aim is to make you feel like a better version of yourself. If you are happy with your treatment, drop us a quick message to let us know - everyone loves positive feedback!

NOT HAPPY

If you are dissatisfied with any of the treatments you have received, please notify us within 48 hours of the treatment received and where possible, we will rectify the complaint. At the end of the day, our goals are the same; you require a fantastic treatment and we don't want you to be disappointed.

RESTORE

DISCLAIMERS

Restore Beauty takes every care possible to ensure that product and treatment descriptions, imagery, awards, associated clinical trials and all other information is correct at time of publication on the site. However, though every effort is made to ensure such accuracy, Restore Beauty does not accept responsibility for errors in content. The site will be kept as up-to-date as possible at all times however if product, treatment, location, results updates have been made since last update on Restore Beauty some variations may occur in, although not limited to size, price, description, product results, design, packaging and availability.

Restore Beauty will do its best to ensure that the website is available and functions correctly at all times, but we make no warranties as to the availability or accessibility of the website, and we will not be liable for any damages, loss, costs or expenses incurred by you as a result of any lack of availability or accessibility of the website.

OUR LIABILITY

The material displayed on our site is provided without any guarantees, conditions or warranties as to its accuracy. To the extent permitted by law, we and other members of our group of companies expressly exclude: all conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity; any liability for direct, indirect or consequential loss or damage incurred by any user in connection with our site or in connection with the use, inability to use, or results of the use of our site, any websites linked to it and any materials posted on it, including, without limitation any liability for:

- loss of income or revenue;
- loss of business;
- loss of profits or contracts;
- loss of anticipated savings;
- loss of data;
- loss of goodwill;
- wasted management or office time; and for any other loss or damage of any kind, howsoever arising and whether caused by tort (including negligence), breach of contract or otherwise, even if foreseeable.

This does not affect our liability for death or personal injury arising from our negligence, nor our liability for fraudulent misrepresentation or misrepresentation as to a fundamental matter, nor any other liability which cannot be excluded or limited under applicable law.

COPYRIGHT

Restore Beauty and its entire content belong to Restore Beauty and its affiliates where applicable. including copyright in all of the text, logos, icons, images, graphics, video and audio clips, animations and software yet is not limited to these descriptions should other property appear on the site.

RESTORE

VIRUSES, HACKING AND OTHER OFFENCES

You must not misuse our site by knowingly introducing viruses, Trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of-service attack.

By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach your right to use our site will immediately cease.

We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our site or to your downloading of any material posted on it, or any website linked to it.

COMPLAINTS AND DISPUTES

If you wish to complain about any matter please contact Customer Service on the following number 07487 560 736 or email info@restorebeauty.co.uk

Your use of this Website shall be governed by English law and the parties hereto submit to the exclusive jurisdiction of the English courts.

ACCEPTING THESE TERMS AND CONDITIONS

Whilst accessing this site, you are agreeing to the Terms and Conditions on the Site. If you act negligently in any of the responsibilities specified in these Terms and Conditions (including our Privacy Policy), you shall be liable for all the losses and damages that this may cause to Restore Beauty. You acknowledge and agree that these Terms and Conditions, (including our Privacy Policy) constitute the complete and exclusive agreement between us concerning your use of info@restorebeauty.co.uk

If you have any questions regarding these Terms and Conditions, please contact us:
info@restorebeauty.co.uk

07487 560 736