

UNMASK ME

Terms & Conditions

By booking an appointment with Unmask Me, you confirm that you have read, understood, and agree to the following Terms & Conditions.

1. Consultations

Consultations may be required prior to treatment. Free consultations are non-transferable and hold no cash value. Clients must provide accurate and complete medical information. Failure to disclose relevant medical history may result in treatment refusal without refund.

2. Health & Safety

Clients must disclose any medical conditions, pregnancy, breastfeeding, medications (including but not limited to Roaccutane, antibiotics, blood thinners), allergies, skin conditions, or recent sun exposure. Certain medical conditions or contraindications may prevent or delay treatment. We reserve the right to refuse treatment if it is deemed unsafe. All clients must complete a Client Medical & Consent Form prior to receiving any treatment. Clients are responsible for ensuring that all information provided is accurate, complete, and up to date. Any changes to medical history, medications, health status, pregnancy, or skin condition must be disclosed to Unmask Me before each appointment. Failure to complete the Medical & Consent Form, or failure to disclose relevant changes, may result in treatment being refused without refund.

3. Wellness Services Disclaimer

Wellness therapies offered by Unmask Me are complementary treatments and are not a substitute for medical, psychological, or psychiatric care. Clients should seek appropriate medical advice where necessary.

4. Treatment Results

Individual results vary. While we aim to achieve the best possible outcomes, results are not guaranteed. Some treatments, including laser tattoo removal, require multiple sessions to achieve desired results.

5. Appointments & Deposits

All bookings require a deposit to secure the appointment. Deposits are non-refundable but may be transferred to a new appointment if at least 48 hours' notice is provided. The deposit will be deducted from the total treatment cost. Remaining balances are due at the time of the appointment.

6. Cancellations & Rescheduling

A minimum of 48 hours' notice is required to cancel or reschedule an appointment. Cancellations or rescheduling requests made within 48 hours of the scheduled appointment time will result in the forfeiture of the deposit. Failure to attend an appointment without notice (no-show) may result in being charged up to 100% of the treatment cost.

7. Late Arrivals

Clients arriving more than 15 minutes late may be refused treatment and required to reschedule. In such cases, the deposit may be forfeited.

8. Laser Treatment Specific Policy

Clients must follow all pre-treatment instructions, including avoiding sun exposure, tanning products, and contraindicated medications. If a client attends an appointment and is found unsuitable for treatment due to failure to follow pre-treatment guidelines, the appointment may be cancelled and the deposit forfeited. Patch tests may be required prior to certain laser treatments.

9. Age Restrictions

Laser treatments are available to clients aged 18 and over. Clients under 18 may only receive treatment with written parental or guardian consent and must attend with a parent or legal guardian.

10. Aftercare

Clients must follow all aftercare advice provided. Failure to adhere to aftercare instructions may increase the risk of adverse reactions and may affect treatment results.

11. Refund Policy

Due to the nature of our services, completed treatments are non-refundable. Courses or treatment packages are non-refundable but may be transferable at our discretion.

12. Privacy

All personal information is handled in accordance with data protection legislation. Information will only be shared where legally required.