

By entering this website you are deemed to have accepted the terms and conditions laid out below. If you find these terms unacceptable, you must leave the website immediately.

A: The content of this website is the sole property of Melville Clinic Ltd. All intellectual property rights existing in this site (including without limitation any copyright and design right) belong exclusively to Melville Clinic Ltd.

B: Whilst every effort has been taken to give the correct information contained on this website, providing help and guidance on the topics covered on the site, Melville Clinic Ltd cannot be held responsible for information misconstrued or taken out of context.

GUARANTEES

C: Melville Clinic Ltd cannot offer any guarantees at any time for any treatments or services carried out by any of the employees, Directors or staff at Melville Clinic Ltd. Melville Clinic Ltd cannot be held responsible for any chosen results or targets the client may have at any time now or in the future. Melville Clinic Ltd cannot be held responsible for failure on the client's part to carry out suggestions made by the professional at Melville Clinic Ltd

D: Whilst the directors of Melville Clinic Ltd have taken every care to ensure that the information on this website is accurate and up to date, no warranties express or implied are given as to the accuracy of the information contained on the website. No action should be taken or omitted in reliance of any information or advice placed on the website. In particular, the directors of Melville Clinic Ltd accept no liability for any product descriptions or photographic representations and users are advised to make enquiries with Melville Clinic Ltd if they have any specific requirements. All orders received are accepted strictly on the basis of our terms and conditions of sale.

E: The directors of Melville Clinic Ltd shall not be liable for any loss or damage arising out of the use of any of the information on this website. Whilst every effort has been made to ensure that this website is virus free, we recommend that you take precautions against infection. The directors of Melville Clinic Ltd cannot accept any liability for damage sustained as a result of the transmission of viruses, worms, trojans or any other malicious content.

F: Unless otherwise specified, the information on this website are directed at and are intended solely for use by those accessing the website from the United Kingdom mainland. The directors of Melville Clinic Ltd make no representation or warranty that any product, service or information referred to or contained in this website are appropriate for use in other locations or jurisdictions. Those who choose to access this site from other locations or jurisdictions are responsible for compliance with any applicable local laws.

G: These exclusions of liability shall not apply in respect of death or personal injury caused by the negligence of the directors of Melville Clinic Ltd or any of its employees or agents. These Terms of Use shall be construed in accordance with and governed by English law. If any provision of these Terms of Use shall be deemed unenforceable or invalid then that provision shall be deemed severable from the remaining terms and those remaining terms shall be valid and enforceable to the fullest extent permitted by law. For the avoidance of doubt, nothing in these terms shall confer on any third party any benefit or the right to enforce any term or terms. Unless a contrary intention is expressed, nothing in this website shall be deemed to create a binding contract between the directors of Melville Clinic Ltd and any users of the website.

H. Any information acquired by the directors of Melville Clinic Ltd through your use of this website will be processed in accordance with the Data Protection Act 1998 and any associated Statutory Instruments, Codes of Practice and subsequent Acts of Parliament. You should be aware that because of the global nature of the internet, your personal data is likely to be temporarily stored in jurisdictions beyond the EEA whilst in transmission.

I: Whilst every effort is made to ensure the smooth running of the Melville Clinic, ongoing maintenance, refurbishment or unforeseen circumstances may result in some of the facilities being withdrawn at short notice. All facilities are subject to availability.

J: Melville Clinic Ltd is a private limited company (company registration number: 07053809 Documents may be served on the directors of Melville Clinic Ltd at its registered address :

Frith & Co

Moorgate House

7 Station Road West

Oxted,

Surrey, RH8 9EE

United Kingdom

K. Treatments and Juveniles

Please note that all clients visiting the clinic must be aged 14 or over. We also kindly ask that guests between the ages of 14 and 16 are accompanied by their parent or guardian at all times. Some of our more technical Facial & Body Skin treatments are only available to adults aged 18 and over.

L. National Smoke Free Legislation

Please be advised that since the 1st July 2007 the Melville Clinic have complied with the National Smoke Free legislation. As a result of this none of the Sanctuary Spas have a smoker's area within the Spa.

M. REFUNDS

If you need to cancel a Melville Clinic treatment then we can only offer a full refund if your reservation is cancelled at least 7 days in advance. If the reservation is made within the 7 day cancellation period, we assume there will be no cancellation and you are expected to be able to attend on the date that you have reserved. Melville Clinic is unable to offer a refund unless there are exceptional circumstances and only at the company's complete discretion.

If the booking was made with the use of a gift voucher, and you cancel the booking within the 7 day cancellation period, the gift voucher will be deemed null and void. In this event, you will not be entitled to use the gift voucher in the future.

Gift vouchers are non-refundable and cannot be exchanged for cash or products.

Please note that bookings for 5 guests or more are subject to a 15 day cancellation policy.

N. CHANGING APPOINTMENTS

Please note we require 24 hours notice to cancel or re-schedule all appointments. Where cancellations are made with less than 24 hours notice, 50% of the treatment cost will be charged.

If a gift voucher has been used to secure the booking, please note that we will adjust the value of the voucher to show the cancellation/no show charges.

O. MAKING YOUR BOOKING

Please note calls may be recorded for training purposes.

Please arrive on time for your treatment. As a courtesy to all our guests, a prompt appointment schedule is adhered too. Late appointments may not be honored and will still be charged. Treatments that begin late will still finish at the appointed time, so not to inconvenience other guests.

Melville Clinic Ltd reserve the right to change the date of or cancel your booking if their premises are closed due to the circumstances beyond their control, including, but not limited to fire, disputes with employees, by order of any public authority or any other force major event.

P. CONTRA-INDICATIONS / SPECIAL REQUIREMENTS

There are some contra-indications to some treatments and facilities. Most Treatments carried out subject to the completion of a Questionnaire. If you have any special requirements that we should take into account when you visit us, for example Heart Conditions, High/Low Blood Pressure, Circulatory Disorders, Epilepsy, Arthritis/Rheumatism, Diabetes, Allergies or if you are pregnant, (this list is not exhaustible,) you should advise our receptionist of at the time of booking.

In addition, you should seek the advice of your doctor. The Melville Clinic is unable to give medical opinions on any medical conditions.

If you do not let us know of any special requirements at the time of booking we cannot guarantee that we will be able to fully accommodate your requirements at the time of your visit. If any treatment is found unsuitable we will recommend an alternative where possible, subject to availability.

During the first 12 weeks and after 28 weeks of pregnancy we advise no massage or body treatments and we do not recommend you use the Steam Room during pregnancy. If you ignore the advice of the Melville Clinic regarding the above you do so at your own risk.

In addition to the above; please be aware that if you are under any medical care for a specific skin condition a full consultation will be required to determine suitable treatments. This also includes procedures that may have been carried out prior to your visit to us such as botox injections or fillers.

If you do not let us know of any special requirements at the time of your booking we cannot guarantee that we will be able to fully accommodate your requirements at the time of your visit. If any treatment is found unsuitable we will recommend an alternative where possible, subject to availability.

Q. GIFT VOUCHERS

All Gift Vouchers are valid for 12 months and cannot normally be extended.

Gift vouchers cannot be refunded in total or in part, nor can the voucher be replaced by Melville Clinic if lost or stolen. Only selected treatments are available with Gift voucher, and they can be shown by our staff on request.

Melville Clinic reserves the right to replace any element of this voucher with an offer of equivalent value.

R. PRICE INFORMATION

Melville Clinic has taken great care to ensure prices are accurate. If you are visiting the website the prices may no longer be valid. However, the correct prices will be discussed when discuss prices with a member of staff at Melville Clinic Please note that all pricing is subject to change.

Melville Clinic reserves the right to introduce promotions at any time. All bookings made prior to a promotion being introduced cannot be changed to that of the promotional price.

S. ENQUIRIES

If you would like more information about the terms and conditions of this site, or have any queries with regards to your order or booking requests, please do not hesitate to contact us on info@melville-clinic.co.uk

T. TRADEMARKS

All brand names, product and service names and titles and copyrights used in this site are trademarks, trade names, service marks or copyrights of their respective holders. No permission is given by Melville Clinic Ltd for their use by any person other than such holders and such use may constitute an infringement of the holders' rights.