

Booking Terms & Conditions (December 2020)

Kindly review our booking policy and terms and conditions below. Please note that by booking an appointment you are accepting the terms and conditions of our policy.

The following terminology applies to these Booking Terms and Conditions and Card Disclaimer Notice and any or all agreements. “Client”, “Customer”, “You”, “Your” and “Patients” refer to you, the person who is booking and the client attending the appointment.

“The Company”, “Ourselves”, “We” and “Us”, refers to STORY. STORY is a trading name of Harley Academy Limited. “Party” and “Parties” refers to both the Client and ourselves, or either the Client or ourselves. All terms refer to the offer, acceptance and consideration of payment necessary to undertake the process of our assistance to the Client in the most appropriate manner for the express purpose of meeting the Client’s needs in respect of provision of the Company’s stated services/products, in accordance with and subject to, prevailing English Law.

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Consultations and Appointments

Please arrive for your appointment at least 10 minutes in advance so that the necessary paperwork can be completed. Late arrival may result in reduced treatment time or forfeiting of the appointment. STORY will endeavour to ensure that your appointment runs to time; however, should we need to cancel or postpone your appointment at short notice, we will make every effort to contact you in advance.

Prior to your appointment we will inform you of any preparation required in advance of your treatment. Failure to follow the guidelines may result in cancellation of your appointment, reduced treatment time, or additional fees being charged.

Any client who requires treatment and brings a child with them must also be accompanied by another adult to chaperone the child whilst the client is being treated. Failure to bring an adult chaperone with any child will result in the treatment being cancelled and loss of the value pack treatment or deposit. No children under the age of 16 years must be left unattended within the clinic at any time.



Time slots are allocated in accordance with the services required. If you are more than 15 minutes late your appointment may be cancelled and rescheduled. As a result your deposit will not be refunded. All timings shown throughout the site and on other marketing material refer to appointment times and not treatment times. Treatment time includes arrival, consultation, treatment time and post consultation.

Age Restrictions

For injectable treatments (anti-wrinkle injections & dermal filler) clients must be over 21 years old, for skin treatments clients must be over 18 years old. STORY strictly adheres to guidance published by the General Medical Council and ensures that all practitioners are fully educated in this. We reserve the right to refuse performing treatments on any guest who is under the age of consent.

Booking Confirmation

All bookings made online or by phone will receive an email confirmation and a reminder SMS or text unless you choose to opt out of all communications.

Cancellations - Services

We know your time is valuable, and ours is too. Out of respect for our staff and our other clients, we ask that you give us at least 24 hours' notice if you need to reschedule or cancel an appointment. You can do this by calling 0203 960 0134 or email info@storyclinics.com.

The first time a client misses an appointment, we will make a note in your file. All future missed appointments will incur a £50 fee.

Where possible STORY will notify clients of changes, cancellations or amendments to their appointment as soon as possible. We endeavor to ensure your appointments remain unchanged but in unforeseen circumstances we may be required to cancel a booking.

At STORY all our treatments are carried out by qualified clinicians. If you have had a treatment that you are unsatisfied with please contact us immediately. Please raise your concern with the clinician during the treatment. They will listen carefully to your concerns and do what they can to correct any problems. All concerns must be raised either immediately at the treatment time or within 24 hrs after the treatment.

Client Consultation Forms

All new clients will be requested to complete a Client Consultation form before our clinicians can perform any treatments on you. Failure to do so will result in us refusing to perform your treatments. Please advise us of any health conditions, allergies, or injuries which could affect your service when completing this form. It is your responsibility to let us know of any changes in your circumstances before your treatment goes ahead. We also reserve the right to ask you to complete the Client Consultation form every 6 months so that we can update our records.

Personal details taken from clients during consultation procedures are protected under the Data Protection Act.

Your client records are stored securely and protected by the Data Protection Act. If you wish to access the records we hold on your personal file we can provide a report with an additional admin fee required.

Medical Disclaimer

The use of and indications for the products that patients will be treated with will be explained by the practitioner and patients will have the opportunity to have all questions answered to their satisfaction prior to treatment. It is the patient's responsibility to seek further clarification from their practitioner if questions about the procedure remain, this must be done prior to treatment.

Clients will be specifically informed of the following common injection-related reactions: redness, swelling, pain, itching, bruising and tenderness at the treatment site. These reactions are generally described as mild to moderate and typically resolve spontaneously a few days after treatment. These reactions are normal and are to be expected. Again, clients must clarify any doubts with their practitioner prior to treatment.

For muscle relaxation injections with Botulinum toxin Type A: Patients will be advised by their practitioner of the expected outcomes and risks associated with this treatment based on the current product Summary of Product Characteristics (SmPC). In particular, practitioner and patient have discussed realistic outcomes regarding the onset of action and the duration of effect, together with the potential side effects including those relating to the site of injection and the generalised common and uncommon side effects including headaches, muscle activity disorders (raised eyebrows), feeling of heaviness in the upper part of the face, accumulation of fluid in the eyelids (eyelid oedema), drooping eyelids (eyelid ptosis), inflammation of the eyelid, eye pain, blurred vision, fainting, noises in the ears (tinnitus), nausea, dizziness, muscle twitching, muscle cramps, localised muscle weakness in the face (drooping eyebrow), dry mouth, flu symptoms, influenza, bronchitis, inflammation of the nose and throat, infection and in rare cases, excessive muscle weakness and difficulties in swallowing.

The practitioner will also inform clients that depending on the product used, area treated, skin type and the injection technique, the effect of anti-wrinkle treatment typically lasts between 2 and 4 months. In some cases the duration may be shorter or longer. STORY accepts no responsibility for the effects of treatment lasting longer or shorter than the expected timeframes, and any follow-up treatments will be regarded as a new treatment requiring payment.

Other types of reaction are rare, but approximately one in every 10,000 patients treated with a dermal filler has experienced localised allergic reactions after one or more injection treatments. These have usually consisted of swelling and firmness at the treatment site, sometimes affecting the surrounding tissues. Redness, tenderness and rarely acne-like formations have also been reported. These reactions have either started a few days after injection or after a delay of several weeks. They have been described as mild to moderate and self-limiting, with an average duration of two weeks. In rare instances such reactions or lump formations like granulomas have persisted for a number of months. STORY practitioners will ensure that clients have been made aware of this before treatment begins, and it is the clients' responsibility to raise any concerns with their practitioner before treatment commences.

STORY will not be held liable for any side effects caused as a result of safe and proper treatment if prior explanation about the associated risks has been given.

On very rare occasions (less than one in 15,000) prolonged firmness, abscess formation or greyish discolouration at the implant site has occurred. These reactions can develop weeks to months following the injections and may persist for several months but normally resolve with time. Even more rarely, the formation of a scab and sloughing (shedding) of tissue at the treatment site has been noted, which could result in a shallow scar.

A report published in 2012 discussed 32 reported incidents of blindness following dermal filler treatment in areas including the glabellar frown lines, under eye area, and temple¹. In a separate study published in 2013, of the 6 visual disturbance cases reported, 3 were following glabellar frown line treatment with dermal filler². Should any of these side effects occur after treatment, STORY cannot be held responsible.

Depending on the product used, area treated, skin type and the injection technique, the effect of dermal filler treatment can last 4 – 12 months. In some cases the duration may be shorter or longer. Follow-up treatment will help to maintain the desired correction. All follow up treatments are treated as a new, separate procedure and will therefore incur further costs in line with those on the STORY website.

In the event of an adverse reaction clients will be advised by their practitioner to seek further help/consultation immediately. STORY will not be held liable for adverse reactions to treatments.

Suitability for Treatment

As with any medical procedure, a full medical history and facial assessment is required before treatment. If our STORY practitioners feel that on the day of treatment the client is not suitable or would not benefit from the treatment being delivered, the treatment will not go ahead. We strongly encourage all clients to consider all treatments prior to undergoing them and not rush into any decisions. Clients are encouraged to ask as many questions as they need both prior to, and on the treatment day.

Aftercare

After your treatment the clinician will provide aftercare advice. Please follow the aftercare stated to maintain results. The results from each treatment will differ from client to client. Further treatments may be required to achieve the realistic results explained in the consultation.

Transaction Data

STORY processes payment via third-party transaction service providers (Adyen, Izettle and/or Stripe). STORY does not hold any personal payment data / transaction data on their own systems.

The basic set of Transaction Data collected (in transactions that are processed by our service provider for the Merchant (STORY), includes some or all of the following types of Personal Data about shoppers:

1. First and last name (this could be as provided by the shopper, as registered with the payment method or as present on the card)
2. Unique identifier (PAN or other unique identifier such as an email address) registered with the payment method, which may uniquely identify the shopper
3. IP address

For some payment methods, and types of contracts – for example physical goods deliveries, and potentially configured by the Merchant – the Personal Data may include:

4. Billing address
5. Delivery address
6. Telephone number
7. Email address
8. Payment device technical information
9. Shopping cart information

Execution of a Subject Erasure Request (SER)

Due to obligations under the Dutch Civil Code, items 1 and 2 will be retained for at least 7 years after the fiscal year of the transaction.

Transaction service providers (Adyen, Izettle and/or Stripe) will remove items 1-13 for identified transactions, if they exist, from the Customer Area available to the Merchant under the following conditions:



A. The Merchant has indicated that the shopper does not have a recurrent contract. Note: if the shopper has a recurrent contract, they will be unable to fulfil a SER until the Merchant terminates that recurrent contract.

B. The Personal Data will be replaced with ****REDACTED**** within the Customer Area upon request of the Merchant.

C. During the maximum chargeback period, the Personal Data may be provided to the Merchant (again) as part of the defense process to support merchant's fraud and risk controls.

D. Items 1-13 may be retained to support obligations under the Dutch Anti-Money Laundering and Anti-Terrorist Financing Act for at least 5 years after the end of the business relationship with the Merchant, as part of the legal obligations in relation to servicing the Merchant. In the unlikely situation that the service provider determines a transaction and the related data to be in scope of this legal obligation, they may be compelled by law not to disclose this fact to the Merchant or the data subject.

E. The service provider will remove remaining data from within its own systems at the earliest reasonable moment after the maximum chargeback period and the end of the payments-related regulatory and legal compliance periods.