



Terms and Conditions

DBTA GIFT VOUCHERS

DBTA gift cards are not cheque guarantee, credit or charge cards. Valid activated cards and vouchers are redeemable in full or part payment for merchandise.

To redeem gift cards or vouchers on treatments and services at our clinic it must be purchased prior in order to book and attend a treatment

DBTA gift cards or vouchers cannot be exchanged for cash or used to purchase other gift cards or vouchers.

The minimum amount required to activate a gift card is £10.00 with no maximum card limit. Only gift cards purchased at £250 or more will be packaged in a gift box.

All gift cards and vouchers are valid for 24 months from the date of purchase after which they expire and cannot be extended or refunded. No change can be given on redemption but the balance will remain on the card until the date of expiry. Any balance remaining on the date of expiry will be deducted the following day.

Gift cards and vouchers can be redeemed against new bookings, treatments and add ons only. If the amount can only cover part payment a credit or debit card will be required to pay the remaining

balance to secure the booking at the time of the gift card redemption. Gift cards may be exchanged for goods of a higher price than the value stored on the card provided alternative payment is made of the difference.

DBTA cannot be held liable for cards, once activated, which are subsequently lost, stolen or damaged. DBTA is not responsible for any unauthorised use of these cards.

DBTA reserves the right to amend these terms and conditions from time to time if DBTA considers it is reasonable and necessary in all the circumstances to do so. (e.g to change the scope of the gift card, service, notify of the services withdrawal or in the event of circumstances beyond DBTA control.) Any such change and action to be taken as a result will be notified to customers in advance

If full or part payment for your visit is by a gift voucher this will become void if you fail to arrive. All other cancellation charges are shown under 'Cancellation', except that a refund cannot be made against a gift voucher.

DBTA will not accept responsibility for lost, stolen or damaged gift vouchers. Please treat gift cards as cash.

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TREATMENT BOOKINGS

All treatment bookings can be made either via email, phone or message at 01707262016. You must be over 18 to make a booking. We recommend booking treatments as early as possible before you visit. All bookings require 50% deposit on booking to secure your treatment. On payment an email confirmation will be sent out to the email address provide, please check the details on the confirmation carefully. If any details are incorrect or need to be changed please inform us as soon as

possible. All treatments are subject to availability and all prices are subject to revision.

If you choose to cancel your treatment booking please contact us as soon as possible however a cancellation fee will be charged as below:

Within 7 days of treatment date – 50% of the treatment booking

Within 24 hours of treatment – 100%

Your treatment booking is secure once we have received the required payment and a confirmation has been sent out to you. This should be within 24 hours of payment being made and if you do not receive a confirmation within these timescales please contact us straight away. In some circumstances DBTA may need to change the times of your treatment. In these circumstances we will inform you.

You must be over 16 to attend one of our treatments. If you are under 18 you must also be accompanied by an adult during your treatment.

MECHANICAL / ELECTRICAL BREAKDOWNS

Any mechanical or electrical breakdowns which occur on the premises are usually beyond our control, although we will try to repair any such fault as soon as possible. No refunds will be given unless any such breakdown is due to the negligence of the Company or its employees.

VALUABLES

No responsibility can be accepted by the Company for the safety of money or valuables of any kind brought to the clinic whether placed in the safe or not. If you do bring valuable items it is essential that they are covered by your own insurance. The Company will not be liable, under any circumstances whatsoever, for damage, injury or consequential

loss, however caused, to our residents, their property and belongings unless it is solely due to negligence of the Company, its employees.

CHILDREN & PETS

The Company regrets that we do not have the facilities or accommodation for children under the age of 16. We cannot allow clients to bring pets either, except guide or support dogs.