

BY JADE WEYBRIDGE

TERMS & CONDITIONS | PRIVACY & CLINIC POLICIES

Website and Timely publication draft | September 2026

These terms apply to services booked with By Jade Weybridge online through Timely, by telephone, email, message or in person. Please read them together with the relevant treatment description, beforecare and aftercare. A mandatory booking checkbox records acknowledgement of these terms; any treatment or promotional consent requiring a separate decision will be obtained separately.

1. Booking and consultations

New clients must book the appropriate consultation before treatments requiring one. Existing clients booking a new treatment must also complete any required consultation and patch testing. Eyebrow shaping and dermaplaning are current consultation exceptions unless an individual assessment is needed. Consultations requiring payment are confirmed once the booking is completed. Timely sends relevant consultation forms automatically after the booking enters the diary. Complete these accurately and before your appointment.

2. Patch testing and declarations

Where required, patch testing forms part of the suitability assessment and must be completed within the applicable product, manufacturer and insurer timeframe. For permanent makeup, including scalp micropigmentation (SMP) and beauty spot permanent makeup, the patch test is carried out at the in-person consultation; By Jade does not carry out pigment scratch testing. After the relevant observation period, the client must complete the separate permanent makeup patch-test declaration before treatment. A negative test cannot guarantee that a delayed or other reaction will not occur. Report redness, itching, swelling, blistering or any other concern promptly. An unanswered, uncertain or adverse declaration requires practitioner review and may delay or prevent treatment.

3. LVL, lash and brow tint patch tests

LVL lash lifts, lash tint and brow tint require a patch test at least 48 hours before treatment, or longer where product or insurance guidance requires. An in-clinic test is preferred; a postal kit may be supplied only where permitted by the manufacturer and insurer, with clear instructions and an appropriate record. Clients must complete the separate LVL/tint declaration and report any reaction. Previous uneventful treatments do not remove the need to comply with current retesting requirements.

4. Laser pigment response assessment

For Nd:YAG removal of permanent makeup, a small area may be treated to demonstrate how existing pigment responds. Orange, warm brown, yellow-brown, darkening or other changes may be visible between sessions; the remainder of the area may respond differently. The separate Laser Pigment Response Declaration records the client's understanding and decision about proceeding. This is distinct from the full laser treatment consent and clinical safety record. A satisfactory immediate response does not rule out delayed effects. Whether treatment proceeds on the same day is a practitioner decision subject to the applicable equipment, training, insurance and safety protocol; it is not guaranteed by this declaration. For small body tattoos, the clinical test-patch and treatment-consent requirements will be determined individually.

5. Medical disclosure and suitability

Clients must provide complete and accurate details of relevant health conditions, allergies, medication, previous reactions, skin conditions, previous permanent makeup/tattoos and other relevant treatment history, and update By Jade if circumstances change. Jade may postpone, modify or decline treatment where there is a contraindication, incomplete required documentation, an unresolved reaction or another safety concern. Signing a form does not replace practitioner assessment.

6. Booking fees and payments

Where a booking fee or deposit is required, its amount and payment terms will be shown or explained before payment. Remaining balances are due as stated at booking or at the appointment. Consultation fees and treatment-specific pricing are displayed separately. Deposits are subject to the cancellation terms below and applicable consumer law; nothing here removes a refund or other right required by law.

7. Cancellation and rescheduling

Please give at least 48 hours' notice to cancel or reschedule unless different treatment-specific terms were disclosed at booking. With sufficient notice, an eligible deposit may be transferred once to another appointment within 30 days, subject to the individual booking terms. With less notice, a reasonable cancellation charge may apply, taking account of the clinic's actual loss and ability to refill the appointment. Any retained deposit will not exceed what is fair and lawful in the circumstances. Contact the clinic promptly if you need to change a booking.

8. Late arrival and missed appointments

Please arrive on time. A late arrival may shorten an appointment only where safe and appropriate. If approximately 15 minutes or more late, or where insufficient time remains, treatment may need to be rescheduled and the relevant reasonable cancellation terms may apply. Failure to attend without notice is treated as a no-show. Repeated late cancellations or no-shows may lead to booking restrictions.

9. Treatment expectations, follow-ups and removal

Results, pigment retention, healing and removal responses vary according to skin, lifestyle, medication, previous work and pigment characteristics. A particular cosmetic result, complete removal or number of removal sessions cannot be guaranteed. Brow PMU follow-ups are generally scheduled at 5–8 weeks; eyeliner and lip blush follow-ups generally at 8–12 weeks, subject to the treatment advice provided. Any additional appointment or charge will be explained separately. Removal methods and pricing are determined following individual assessment.

10. Beforecare, aftercare and concerns

Clients must read and follow the treatment-specific beforecare and aftercare on the By Jade website and/or supplied directly. Contact the clinic promptly if you have an unexpected reaction, healing concern or question. Treatment concerns should ideally be raised as soon as possible (preferably within 30 days) so they can be assessed; this is not a deadline on statutory rights. Where appropriate a review may be offered. Seek urgent medical assistance for serious or rapidly worsening symptoms.

11. Clinical photographs and promotional consent

Photographs or video may be created where appropriate for clinical assessment, treatment records, comparison and aftercare, with appropriate privacy safeguards. Use of any client image or video for advertising, website, social media, paid promotions or printed marketing requires separate, specific, freely given permission through the By Jade Photography & Promotional Content Consent Form. Clients can choose permitted channels and whether identifiable images may be shown. Promotional options must not be pre-ticked. Declining or withdrawing promotional consent will not affect treatment. Withdrawal applies to future use and to content within By Jade's reasonable control; material already distributed or shared by third parties may not be fully retrievable.

12. Privacy and personal data

By Jade processes contact and booking details, payment records, consultation and treatment information, relevant health information and clinical photographs as necessary to administer appointments, assess suitability, provide services and aftercare, meet legal/insurance obligations and handle enquiries or complaints. Timely and other necessary service providers may process information on the clinic's behalf. Health data is special-category personal data and requires an appropriate UK GDPR lawful basis and additional condition. Data is protected with appropriate access controls and retained in accordance with applicable legal, professional and insurance needs. Marketing messages and promotional image use are handled separately as required. Clients may have rights of access, correction, erasure, restriction, objection and portability, subject to applicable exceptions. For privacy requests contact jade@byjade.co.uk. The clinic should publish a fuller privacy notice specifying the actual lawful bases, special-category condition, processors, retention periods and any international transfers before this text is treated as a complete standalone privacy notice.

13. Independent self-employed therapists

Some therapists provide their own services from By Jade premises. They arrange their own bookings, receive payment directly from their clients and subsequently pay By Jade a commercial commission. Where clearly identified as the contracting provider, the independent therapist is responsible for their own qualifications, professional insurance, treatment decisions, consent, records, pricing, terms, aftercare and complaints. Concerns about their services should first be directed to that therapist under their complaints procedure. By Jade may introduce, promote and vet therapists, but nothing in these terms excludes any responsibility that By Jade may itself have under applicable law. The identity of the service provider should be made clear before booking and on payment records.

14. Clinic environment and respectful conduct

Please respect the clinic, practitioners and other clients. Children and additional guests require advance agreement. Assistance animals are accommodated as required by law. Threatening, abusive, discriminatory, aggressive or unsafe behavior may lead to termination of an appointment or refusal of future bookings, subject to applicable legal rights.

15. Prices, website content and intellectual property

Current prices and treatment descriptions appear on the website and/or Timely. Individually assessed treatments, including removal, may be quoted following consultation. Website content provides general information and does not replace an individual assessment. By Jade owns or licenses its original branding, images and website text; reproduction or commercial use requires permission.

16. Updates, legal rights and contact

The terms presented at the time of booking apply to that booking unless a lawful change is agreed. Future terms may be updated and dated on the website. Nothing in these policies limits statutory consumer rights or excludes liability where exclusion would be unlawful, including death or personal injury caused by negligence. For bookings, concerns or privacy requests contact By Jade Weybridge, Weybridge, Surrey; 01932 391408; jade@byjade.co.uk; www.byjade.co.uk.

Required Timely booking acknowledgement

I confirm that I have been given access to, and have read, the By Jade Weybridge Terms & Conditions, Privacy & Clinic Policies and relevant treatment information. I understand the booking, cancellation, consultation and patch-testing requirements. I understand that separate treatment consent and promotional photography consent will be requested where applicable.

Timely implementation notes — for clinic use only

Keep the general booking acknowledgement mandatory before payment. Send the relevant consultation form after booking. Use three separate follow-up declarations: (1) PMU / SMP / Beauty Spot patch-test response; (2) LVL / lash / brow tint patch-test response; (3) Nd:YAG pigment response and client decision. Each should capture date, response and mandatory electronic signature. Maintain separate practitioner clinical records and full treatment consent. Promotional photography consent must be a distinct, optional form with unticked choices. Confirm all timings, postal-testing conditions and laser protocols with current manufacturer and insurer requirements before publication.