

NO.1
URBAN
AESTHETICS



IN PARTNERSHIP WITH SCIENCE

Business Terms & Conditions

URBAN-0004

Document Control

Effective Date: September 5, 2025 **Version:** 1.0 **Review Date:** September 5, 2026

1. Purpose

This policy establishes the contractual terms and conditions governing the provision of aesthetic treatments, clinical services, and website use by No.1 Urban Aesthetics (trading as CRB Healthcare & Aesthetics Ltd), ensuring compliance with consumer protection law, healthcare regulations, and professional standards.

2. Scope

This policy applies to:

- All aesthetic treatments and clinical services
- Website use and digital interactions (www.no1-urbanaesthetics.co.uk)
- Booking, payment, and cancellation processes
- UrbanRX B2B services and training programs
- Product sales and retail transactions

Note: These terms reflect and expand upon the Terms & Conditions published on our website (www.no1-urbanaesthetics.co.uk/policy).

3. Definitions

- **Client:** Individual receiving treatments or services
- **Treatment:** Any aesthetic or clinical procedure provided
- **Services:** All treatments, consultations, and related activities
- **Website:** www.no1-urbanaesthetics.co.uk and associated digital platforms
- **Deposit:** Non-refundable advance payment securing appointment

4. Roles & Responsibilities

4.1 Service Provider

- No.1 Urban Aesthetics (CRB Healthcare & Aesthetics Ltd)
- Responsible for safe, professional treatment delivery
- Maintains professional standards and regulatory compliance

4.2 Clinical Lead

- Christopher Beckett (Advanced Nurse Practitioner)
- Ensures clinical appropriateness of all treatments
- Oversees treatment protocols and safety standards

4.3 Governance Lead

- Rebecca Beckett (Head of Clinical Governance, Registered Nurse)
- Manages compliance with professional and regulatory requirements
- Oversees complaint handling and quality assurance

5. Detailed Procedures

5.1 Treatment Suitability & Consent

Consultation Requirements:

- Mandatory consultation prior to all treatments
- Comprehensive medical history assessment
- Treatment suitability evaluation by qualified practitioner
- Right to refuse treatment if clinically inappropriate

Informed Consent Process:

- Detailed explanation of proposed treatment
- Discussion of risks, benefits, and alternatives
- Cooling-off period for certain procedures
- Digital consent via Faces Consent platform
- Client acknowledgment of understanding

Contraindications:

- Pregnancy and breastfeeding
- Active skin infections or conditions
- Blood clotting disorders
- Allergies to treatment products
- Mental health conditions affecting capacity

5.2 Insurance Compliance & Clinical Standards

Product Standards:

- CE/MHRA-approved products exclusively
- Medicines sourced from licensed UK pharmacies
- Batch tracking and expiry date monitoring
- Adverse event reporting protocols

Photography Requirements:

- Before/after photographs for clinical records
- Explicit consent required for marketing use
- Secure storage as part of medical record
- 10-year retention period for clinical documentation

Patch Testing Documentation:

- Mandatory for clients with known allergies
- 24-48 hour observation period
- Documentation of test results
- Test records retained with medical file for 10 years
- Treatment postponement if adverse reaction

5.3 Liability & Insurance

Professional Indemnity:

- £5 million medical malpractice coverage
- Public liability insurance maintained
- Product liability coverage included
- UK-wide coverage for mobile and clinic services

Liability Limitations:

- No exclusion for death or personal injury caused by negligence
- Liability for other losses limited to fees paid for specific treatment
- Force majeure events excluded from liability, including but not limited to:
 - Illness of staff
 - Government restrictions

- IT system outages
- Supply chain disruption
- Pandemic or epidemic conditions
- Natural disasters

Emergency Procedures:

- On-site emergency equipment and medications
- Staff trained in anaphylaxis management
- Clear escalation pathways to emergency services
- Immediate adverse event documentation

5.4 Payments**Payment Terms:**

- Full payment due at or before treatment
- PayPal Pay in 3 (BNPL) available subject to PayPal's Terms & Conditions
- Card payments accepted online and in person
- No treatment provided without payment confirmation

5.5 Refunds**Refund Policy:**

- Statutory consumer rights acknowledged
- Refunds considered for treatment failure or adverse events
- No refunds for dissatisfaction with cosmetic outcomes
- Corrective treatments offered where clinically appropriate
- Refunds are processed via the original payment method within 14 days where approved

5.6 Website Use & Intellectual Property**Information Disclaimer:**

- Website content for informational purposes only
- Nothing on this website constitutes medical advice
- Consultations are required before any treatment

- Individual results may vary
- Treatment outcomes not guaranteed

Permitted Use:

- Information gathering about services
- Legitimate booking and enquiry purposes
- Personal, non-commercial use only
- Compliance with applicable laws

Prohibited Activities:

- Unauthorized copying or reproduction of content
- Commercial use without written permission
- Attempting to gain unauthorized access
- Posting harmful or offensive content

Intellectual Property:

- All website content owned by No.1 Urban Aesthetics
- Trademarks and logos protected
- Client testimonials used with permission
- Third-party content rights respected

6. Monitoring & Review**6.1 Terms Compliance**

- Regular review of terms implementation
- Client feedback incorporation
- Legal and regulatory updates monitoring
- Staff training on terms enforcement

6.2 Quality Assurance

- Treatment outcome monitoring
- Client satisfaction surveys
- Complaint analysis and resolution
- Continuous improvement implementation

7. Version Control

Version	Date	Author	Changes
1.0	05/09/2025	C. Beckett	Initial terms and conditions creation

8. Contact Information

For terms and conditions queries:

- Email: no1urbanaesthetics@gmail.com
- Phone: 01782 444086

Clinical Governance Lead: Rebecca Beckett (Head of Clinical Governance)

Regulatory Bodies:

- Care Quality Commission (CQC)
- Nursing and Midwifery Council (NMC)
- Medicines and Healthcare products Regulatory Agency (MHRA)

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