

Terms and Conditions of Service



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Prepared by: Metacortex Ltd

Date: 29 June 2025

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PODOMEDIKA - Terms and Conditions of Service

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1. About Us

PODOMEDIKA is a self-employed foot care practice operated by Katarzyna Sawicka, located at 11 Halstead Close, Canterbury CT2 7UD. Our aim is to provide professional, safe, and high-quality foot care services.

2. Booking & Appointments

- Appointments must be booked in advance by phone, online, or in person.
- A confirmation message or email will be sent.
- You must arrive on time; late arrivals may shorten your treatment duration or require rescheduling.

3. Cancellations & Refunds

- We require 24 hours' notice for cancellations or changes.
- Missed appointments or late cancellations may result in a fee or loss of deposit.
- Deposits are non-refundable unless cancellation is made within the notice period.

4. Medical Conditions & Consent

- You must disclose all relevant medical conditions before treatment.
- If you are unsure whether a treatment is suitable, please consult your GP before booking.
- Consent is required before any procedure begins. You may withdraw consent at any time.

5. Children & Vulnerable Adults

- Clients under 16 must be accompanied by a parent or legal guardian.
- Clients with additional needs must be accompanied by a carer or appropriate adult.

6. Hygiene & Safety

- All equipment is sterilised according to infection control standards.

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- Clients must maintain personal hygiene for the safety of all.
- PODOMEDIKA has the right to refuse service if hygiene or safety is compromised.

7. Liability

- While every effort is made to ensure a positive outcome, results can vary.
- PODOMEDIKA is not liable for complications arising from undisclosed medical conditions or failure to follow aftercare advice.

8. Privacy

- All data is processed in accordance with our Privacy Policy and UK GDPR.
- Your medical information is confidential and will not be shared without your written consent, unless required by law.

9. Payments

- Full payment is due on the day of treatment unless otherwise agreed.
- We accept card, cash, or digital payment.

10. Complaints

- If you are dissatisfied, please inform us immediately.
- Formal complaints can be submitted in writing or via email: info@podomedika.co.uk.
- We aim to respond within 7 business days.

11. Changes to These Terms

- PODOMEDIKA may update these terms periodically.
- Any changes will be posted on our website and/or shared with active clients.

By booking a treatment, you agree to these terms and conditions.