



LIVBETTER

LIVBETTER LIMITED

TERMS AND CONDITIONS

1. General

These Terms and Conditions govern your use of wellness and therapy services provided by LIVBETTER Limited, a company registered in the United Kingdom. By booking or using any LIVBETTER services, you agree to comply with and be bound by these terms.

2. Eligibility

All clients must be 18 years or older unless accompanied by a parent/guardian and with written medical clearance. Certain therapies may have additional age restrictions.

3. Medical Disclaimer

LIVBETTER provides non-invasive wellness treatments intended to support health and well-being. These are not medical treatments and do not replace professional healthcare. Always consult your GP before starting any new wellness programme.

4. Health and Safety

Clients must complete a waiver and disclose relevant medical conditions before undergoing any therapy. LIVBETTER reserves the right to refuse treatment if contraindications exist (as listed in therapy-specific documentation) or if deemed unsafe by staff.

5. Booking and Cancellation

Sessions must be booked in advance. Cancellations made less than 24 hours before the appointment or no-shows will incur a full charge. Appointments can be rescheduled up to 24 hours in advance without penalty.

6. Packages and Credits

Packages and credit systems are non-transferable and valid for the duration specified at purchase. Extensions may be granted for medical reasons upon request and evidence. Unused credits will expire unless otherwise stated.

7. Payment

All services must be paid in full prior to or at the time of treatment. LVBETTER accepts major credit/debit cards and payment via app or website.

8. Liability

LVBETTER shall not be held liable for any injury, loss, or damage arising from the misuse of its facilities or failure to disclose medical information. Clients participate at their own risk.

9. Personal Belongings

Clients are responsible for their personal belongings. LVBETTER is not liable for any lost or stolen items on the premises.

10. Privacy

Personal and health data collected by LVBETTER is treated in accordance with the UK General Data Protection Regulation (UK GDPR). Full details are available in our Privacy Policy.

11. Code of Conduct

Clients are expected to behave respectfully toward staff and other clients. LVBETTER reserves the right to deny access or remove individuals from the premises for inappropriate behaviour.

12. Changes to Services

LVBETTER reserves the right to modify or discontinue any service or policy without prior notice. Updated terms will be posted on the website and take immediate effect.

13. Governing Law

These Terms shall be governed by and construed in accordance with the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts.

14. Temporary Closure of Premises

14.1 Circumstances Requiring Closure

LVBETTER reserves the right, at its absolute discretion, to close or restrict access to its premises, or to suspend particular services, where it reasonably considers such action necessary or advisable. Circumstances may include (but are not limited to):

- a) essential maintenance, refurbishment or installation of new equipment;
- b) staff shortages that materially affect safe operation;
- c) power, utility or technology failures;
- d) extreme weather, fire, flood or other force-majeure events;
- e) public-health directives or other legal requirements issued by a competent authority;
- f) any situation that, in the opinion of LIVBETTER management, presents a risk to the safety, health or welfare of clients or staff.

14.2 Notification

Where practicable, LIVBETTER will give clients as much advance notice as reasonably possible by email, SMS, app notification and/or website update.

14.3 Client Options During Closure

If a booked session or an active package is affected by a temporary closure:

- a) clients may reschedule the session at no additional cost once services resume; or
- b) request an extension of any affected credits or package validity equal to the period of closure; or
- c) where rescheduling is impossible within a reasonable period, request a pro-rata refund for the unused portion of the affected service or package.

14.4 Limitation of Liability

Except to the extent required by law, LIVBETTER shall not be liable for any indirect or consequential loss (including loss of profits, business interruption or travel costs) arising out of a temporary closure. This clause does not limit any statutory rights you may have under the Consumer Rights Act 2015.

15. Variation of Opening Hours

15.1 Right to Vary

LIVBETTER may, at its reasonable discretion, amend its standard opening hours (including early closure or late opening) for operational, staffing, maintenance, seasonal, public-holiday, or business reasons.

15.2 Advance Notice

Where possible, at least seven (7) days' notice of any planned change will be provided via in-premises signage, email, SMS, in-app message and/or an update to the LVBETTER website. Short-notice adjustments (for example, due to staff illness or unforeseen events) will be communicated as promptly as practicable using the same channels.

15.3 Impact on Bookings

If a change in opening hours affects a pre-booked appointment:

- a) clients will be offered the option to reschedule at no additional cost;
- b) any appointment, credit or package session that cannot reasonably be rescheduled will be re-credited to the client's account; or
- c) where rescheduling or re-crediting is not possible, a pro-rata refund for the affected service will be provided on request.

15.4 Limitation of Liability

Except where required by law, LVBETTER shall not be liable for any indirect or consequential loss (including, without limitation, travel expenses or loss of earnings) arising from a change to opening hours. Nothing in this clause limits your statutory rights under UK consumer legislation.

16. Waiver Requirement and Same-Day Cancellation

16.1 Mandatory Waiver

A fully completed and signed LVBETTER Client Waiver and Health Questionnaire is required **before** any treatment begins. The waiver must be submitted electronically or in hard copy no later than the start time of the first booked session (and updated whenever any health information changes).

16.2 Right to Cancel on the Day

If the waiver has not been received by the appointment start time, LVBETTER may cancel or postpone the booking immediately in the interests of safety and regulatory compliance.

16.3 Consequences of Non-Completion

Where a booking is cancelled under clause 16.2:

- a) the session will be treated as a late cancellation by the client and the full fee or credit may be retained; **or**
- b) at LVBETTER's discretion, the client may be offered one opportunity to reschedule the session at no additional cost, provided the waiver is completed before the rescheduled appointment.

16.4 Limitation of Liability

LIVBETTER shall not be liable for any loss, cost or inconvenience incurred by the client as a result of cancellation under this clause. This does not affect any statutory rights you may have under UK consumer law.