



Terms and Conditions

October 2020 v1

Dear Reader,

Without prejudice.

This outline has been created to cover aspects of Terms and Conditions related to MEC BEYOND. At any point a person enrolls and pays for service(s), it will be deemed that they have read and accepted the Terms and Conditions herein.

To view Services and other areas of the website, you will be prompted to become a member. After your registration has been reviewed, you may be accepted and an email confirmation will be sent to the email address registered.

Mobile Esthetics Care BEYOND, also noted herein and as, MEC BEYOND, expresses thanks for your time in reading this document and understanding the importance of the outline.

Sincerely,

MEC BEYOND
Management.

COVID-19 PROTOCOL

To ensure your health and safety and that of our employees, our team has worked hard to put new procedures in place.

Before your next appointment, please read the following new practices which adhere to the regulations issued by the Government of Quebec and the CNESST to reduce the risks and spread of Covid-19.

I thank you in advance for your cooperation and understanding of the importance to everyone.

CLIENT PROTOCOL

Please have a designated area for our session, ready, with consideration of the home hygiene outline. Void of food or pets. When I arrive, I will use a hand sanitizer and put a new mask on, before entering your home. I will wash my hands anew in your home before setting up the work area.

You will be provided with a COVID-19 questionnaire that will require your review and signature.



Terms and Conditions

October 2020 v1

COVID-19 PROTOCOL, continued

STAFF PROTOCOL

- All products, material, and equipment have been properly disinfected using the CNESST industry-specific practices and protocols.
- Wearing a mask is mandatory for all employees.
- New gloves will be worn at all times.
- A visor or protective glasses will be worn depending on the service(s) provided.
- Our team will be practicing frequent hand washing and physical distancing as much as possible.
- Between clients, our staff will disinfect all equipment and tools used for treatments.

During these difficult times, we need to be very vigilant and respectful of everyone's safety. If you are not feeling well, we ask that you please cancel and reschedule your appointment.

Thank you for your cooperation and assistance in ensuring safety for everyone.

Home and Personal Hygiene

To ensure your safety, my safety, MEC BEYOND staff safety, and all customer safety, Home, and Personal hygiene are greatly considered at the time of your first consultation and all scheduled appointments.

Definition of Personal and Home Hygiene:

Good personal hygiene is very important in today's society for both health and social reasons. Keeping your hands and body clean is vital in stopping the development and spread of illness and infection. This simple habit doesn't just benefit your health – it can help protect those around you too.

Home hygiene pertains to the hygiene practices that prevent or minimize the spread of disease at home and other everyday settings such as social settings, public transport, the workplace, public places, etc.

Hygiene in a variety of settings plays an important role in preventing the spread of infectious diseases. It includes procedures used in a variety of domestic situations such as hand hygiene, respiratory hygiene, food and water hygiene, general home hygiene (hygiene of environmental sites and surfaces), care of domestic animals, and home health care (the care of those who are at greater risk of infection).



Terms and Conditions

October 2020 v1

Home and Personal Hygiene, continued

At present, these components of hygiene tend to be regarded as separate issues, although based on the same underlying microbiological principles. Preventing the spread of diseases means breaking the chain of infection transmission. Simply put, if the chain of infection is broken, an infection cannot spread.

Personal Hygiene:

Clarification:

Every customer will be responsible for exercising sound judgment and common sense for his or her hygiene at the time of scheduled appointments.

More specifically: For personal areas, such as waxing service, a shower/bath is required after a bowel movement or personal intimate activity. Personal waxing is prohibited during menstruation.

Personal Protective Equipment/PPE:

Personal/Protective safety equipment will be worn at all times by MEC BEYOND staff.

Privacy:

- All information received, discussed, and otherwise transmitted remain confidential within MEC BEYOND.



Terms and Conditions

October 2020 v1

Home and Personal Hygiene, continued

Home Hygiene:

Every customer will be responsible for exercising sound judgment and common sense for his or her home hygiene at the time of scheduled appointments.

Clarification:

Good home hygiene means engaging in hygiene practices at critical points to break the chain of infection. Because the "infectious dose" for some pathogens can be very small (10-100 viable units or even less for some viruses), and infection can result from the direct transfer of pathogens from surfaces via hands or food to the mouth, nasal mucous, or the eye, 'hygienic cleaning' procedures should be sufficient to eliminate pathogens from critical surfaces.

Hygienic cleaning can be done through:

- Hand washing.
- Mechanical removal (i.e., cleaning) using a soap or detergent. To be effective as a hygiene measure, this process must be followed by thorough rinsing under running water to remove pathogens from the surface.
- Using a process or product that inactivates the pathogens. Pathogen kill is achieved using a "micro-biocidal" product, i.e., a disinfectant or antibacterial product; waterless hand sanitizer; or by application of heat.
- In some cases, combined pathogen removal with kill is used, e.g., laundering of clothing and household linens such as towels and bed linen.
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Hand washing:

In situations where handwashing with soap is not an option (e.g., when in a public place with no access to wash facilities), waterless hand sanitizers such as an alcohol hand gel can be used. They can be used in addition to hand washing to minimize risks when caring for "at-risk" groups. To be effective, alcohol hand gels should contain not less than 70%v/v alcohol.

Compliance:

Good personal and home hygiene means engaging in hygiene practices. Failing to meet general standards, MEC BEYOND, and staff reserve the right to refuse service, and any services paid will **NOT BE REFUNDED**.



Terms and Conditions

October 2020 v1

Service Terms & Conditions

Services are being provided at your home. All measures are being taken to provide you with a Positive and Safe Luxury Spa session. MEC BEYOND thanks you in advance for assisting in meeting the following guidelines. When you schedule your appointment with us, you are agreeing to these and all other policies.

Reservations:

- It is recommended to schedule your appointments as far in advance as possible to ensure availability.
- All new clients must complete a Consultation session before scheduling their first service.
- MEC BEYOND will be happy to combine and build a custom package that meets your beauty goals.
- Call us during regular business hours if you require assistance with booking your Consultation.

MEC BEYOND Set-up time:

- Allow 15 minutes before and after your appointment for staff to set-up and take-down the work area.
- If you have a specific end time to meet, please advise staff upon the start of the visit or at booking.

Work area:

- Must be in a general area of the house, not in an intimate setting such as a bedroom.
- The area should be a minimum of 10 feet x 10 feet.
- An electrical wall outlet is required.
- Meets the Home Hygiene outline.

Stairs and Building structure:

- Elevator access is required for multi-residential building structures.
- Due to the weight and quantity of equipment being brought to the site, common sense on the number of stairs is requested. Photos may be requested before accepting the appointment.

Tardiness: with advance notice.

- If the client gives notice of being late, we will accommodate on another day free of charge if we can't fit on the same day at a different time.
- The notice must be received by telephone, 1 hour before the appointment time.
- The contact information of the MEC BEYOND staff will be confirmed to you so that you will contact them directly.
- No refunds for the complete cancellation of the appointment.



Terms and Conditions

October 2020 v1

Service Terms & Conditions, continued

No-Shows: without advance notice.

- Our staff is prepping and driving to your home.
- A 100% charge of your service schedule is payable, for no-shows.
- There are situations and circumstances where we waive this particular policy, but they're rare and have to be valid reasons.
- Your Luxury Spa treatments are reserved especially for you. Should you need to cancel, or reschedule, please notify us 48 hours (2 business days) in advance.
- Rescheduling with less than 48 hours (2 business days) is subject to the full-service fee of the scheduled services.
- When appointments are not met, we not only lose your scheduled business but that of a potential business of another customer who could have scheduled at the same time.

Age Requirements: Attendance or consent from *a parent or legal guardian*

- Services to minors, below the age of 16 must be attended or consented by *_*
- Minors of the ages of 16 to 17, the parent or legal guardian may sign a waiver of attendance.

Payments:

- All Consultation and Treatment appointments require a Credit Card to guarantee a reservation. Your care will not be charged unless you are a No-show or miss the 48-hour notice requirement.
- A Credit card form will be provided and required completed with signature.
- Or Book online to pay directly at check out.
- There are no CASH refunds under any circumstance.

Cell Phones:

- Due to the nature of the services, texting or answering phone calls will be challenging.
- When possible, make and take all calls before or after the session.
- Services are booked for a specific amount of time. Remember to consider the 15 minutes set up before and takedown after your session.
Example: 60 minutes Facial, plus 2 x 15-minute set-up/ takedown will be a total of 1 hour and 30 minutes.

Pets:

- For the safety of your pet and the timeliness of the service, please ensure your pet is taken care of before the session, all their needs met, and is in a safe place **outside** the working area being used for the session.
- To clarify, the pet should not be in the same area as the area set to provide the services, during the time of set-up, service, and takedown.



Terms and Conditions

October 2020 v1

Service Terms & Conditions, continued

Health History and Illness:

- Providing a safe environment for everyone is of utmost importance. This includes you, staff and family and friends. We must all act responsibly to ensure everyone's safety.
- A Customer Form will be provided and must be completed and signed by you.
- The form will have a list of specific illnesses, that may not include something specific to you, however, **there is an area in which you can provide additional information.**
- Additional information must be provided before any appointment, should your health status, health treatments, or medication change.
- Services provided are non-medical and should not be performed on a person with certain medical conditions. MEC BEYOND reserves the right to postpone or refuse service should there be a concern of a medical nature. Example: Nail fungus, skin lesions, infection, or COVID symptoms.

Privacy:

- All information received, discussed, and otherwise transmitted remain confidential within MEC BEYOND.

Right to Postpone or Refuse Service

RIGHT TO POSTPONE SERVICE: Services provided by MEC BEYOND are NON-MEDICAL

For your health and safety, note:

The services provided are Esthetics services. None of the services provided are that of a Medical Specialist in nature.

If you have health concerns or suspect you need a Medical Specialist please consult with your Family Doctor OR Dermatologist, who are medically educated and trained experts that treat diseases of the skin, hair, and nails.

For your health and safety, if there are concerns during the consultation, MEC BEYOND reserves the right to postpone any of the services in the area of concern until cleared by your Family Doctor or Dermatologist.

MEC BEYOND will be available as soon as all is approved and cleared by your Family Doctor or Dermatologist.

When you schedule your appointment with us, you are agreeing to these policies.



Right to Postpone or Refuse Service, continued

RIGHT TO REFUSE SERVICE:

Unsafe environment:

In the event of an appointment, for your safety, the safety of staff and their family and other MEC BEYOND customers, should the home of the appointment exhibit an unsafe environment that poses any type of threat, MEC BEYOND Staff reserves the right to REFUSE to provide the service.

Inappropriate behavior:

In the event of an appointment, for the safety of staff, at any time before, during, or after the scheduled appointment, the customer exhibits inappropriate behavior, of any type of threat, MEC BEYOND Staff reserves the right to REFUSE to provide the service, and reserves the right to obtain, call and engage with police and file a claim against such person(s), seeking legal action against the offender within the Laws and Jurisdiction of the Province of Quebec. To clarify, inappropriate behavior includes but not limited to:

- Sex solicitation
- Sexual innuendo
- Display or discuss sexually explicit content
- Verbal abuse

When you schedule your appointment with us, you are agreeing to these policies.



Terms and Conditions

October 2020 v1

Policy, Terms, and Conditions of Website

Right to Add or Modify said Terms and Conditions:

MEC BEYOND reserves the right to modify or add to any of the terms herein from time to time at our sole discretion. Therefore, you should review all automated pages and documents provided on our website periodically. We are not responsible to advise you by direct communication by email, respecting your privacy, and anti-spam legislation. Your continued use of the Website or our service after any such change constitutes your acceptance of the new Terms. If you do not agree to any of these terms or any future version of the Terms, do not use or access (or continue to access) the website or pay for a service or product.

Privacy and Information Policy:

We receive, collect, and store any information you enter on our website or provide us in any other way. Also, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information, and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

When you conduct a transaction on our website, as part of the process, we collect the personal information you give us such as your name, address, and email address. Your personal information will be used for the specific reasons stated above only.

We collect such Non-personal and Personal Information for the following purposes:

- 1. To provide and operate the Services;*
- 2. To provide our Users with ongoing customer assistance and technical support;*
- 3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;*
- 4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;*
- 5. To comply with any applicable laws and regulations.*



Terms and Conditions

October 2020 v1

Policy, Terms, and Conditions of Website, continued

Website hosting services:

Our company is hosted on the Wix.com platform. Wix.com provides us with an online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases, and general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes, we may contact you via email, telephone, text messages, and postal mail.

If you don't want us to process your data anymore, please contact us at info@mecbeyond.com.

You can also "unsubscribe" if you no longer want to receive automated promotional or other information, from the bottom of the email page.

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Thank you,

Management,
MEC BEYOND