

**Heaven Beauty Limited** is registered with the Healthcare Commission for the provision of treatments using the Harmony Intense Pulsed Light.

The Harmony AFT will be used for permanent hair reduction, skin rejuvenation, pigmented lesions, vascular and acne treatments.

#### Disability Statement

We are unable to offer disabled access or disabled toilet facilities. Where we are unable to provide services to any disabled clients we will seek to give details of an alternative provider.

#### Children

We do not treat clients with the Harmony AFT who are under 18 years of age.

Children should not be brought to the clinic and if brought against advice they are solely the responsibility of the parent or guardian.

#### Consultations & Confidentiality

Consultations are conducted in private and all information given during consultations remains confidential.

#### Annual Survey of Clients

We conduct an annual assessment of the views of our clients in order to inform and improve our service delivery. A summary of the results of this will be available on request.

#### Access to Health Records

You have the right to access your records in accordance with the Access to Health Records Act. Please ask for details.

#### Chaperones

You may have a chaperone present during any consultation, assessment, treatments or review appointment. If you wish to bring a chaperone please let us know when booking your appointment.

### Comments, Suggestions & Complaints

Should you have any comments, suggestions or complaints please raise these initially with your therapist or other member of staff.

If not satisfied you may put your comments, suggestions or complaints in writing to the Registered Manager (Keelee Bagge) at the address below:

**Heaven Beauty Ltd**  
**28a/b Bancroft, Hitchin, Herts SG5 1LA**

Written complaints will be acknowledged within two working days and we aim to give a formal response to complaints within twenty working days.

You may also make comments or suggestions about this guide to the above address.

Should you be unhappy about the way in which your complaint has been dealt with you may raise the matter with the Healthcare Commission whose contact details are given below:

The Healthcare Commission  
Finsbury Tower, 103 – 105 Bunhill Row  
London EC1Y 8TG  
Tel: 0207 448 9200  
[www.healthcarecommission.org](http://www.healthcarecommission.org)

A copy of our latest Healthcare Commission report and complaints policy is available on request.

#### Contract Details

We do not use a formal contract for services. Clients may make appointments on an ongoing basis or in some circumstance packages for treatment may be agreed.



# Heaven

## BEAUTY

28a/b Bancroft, Hitchin  
Hertfordshire SG5 1LA

**Tel: 01462 450200**

[www.heaven-beauty.com](http://www.heaven-beauty.com)

All prices quoted herein form a guideline only, a full consultation is essential for accurate personal pricing.

Responsible Individual  
**Lynne Abrey**

Registered Manager  
**Keelee Bagge**

Heaven Beauty is certified by the



## Acne Treatments

Full face treatment **£100.00 per treatment**  
 Course of 6 treatments **£500.00 per course**

Course of 6 treatments + 2 Skin  
 rejuvenation treatments **£740.00 per course**

## Skin Rejuvenation Treatments

Rejuvenation Facial - includes treatment of vascular  
 & pigmented lesions increases collagen production  
 and improves skin appearance, from  
**£175.00 per treatment**

Rejuvenation Face & Neck, from  
**£210.00 per treatment**

Rejuvenation Face, Neck & Decolletage, from  
**£250.00 per treatment**

Rejuvenation Face, Neck & Decolletage - includes  
 vascular & pigmented treatment + 1 session of  
 Microdermabrasion (1 week prior to laser treatment),  
 from **£290.00 per treatment**

Pigmented Lesions - treats pigment caused  
 by sun-damage or hormonal imbalances, from  
**£50.00 per treatment**

Vascular Lesions - treats red veins, rosacea  
 and other related conditions, from  
**£70.00 per treatment**

Pigmented Hand treatments - age spots,  
 sun-damage, from  
**£50.00 per treatment**

## Hair Removal treatments for Women

Area	1 Session	Course of 6
FROM	£	£
Upper Lip	40.00	200.00
Chin	50.00	250.00
Upper Lip & Chin	£75.00	375.00
Centre Brow	50.00	250.00
Cheeks	50.00	250.00
Neck Front	60.00	300.00
Underarms	80.00	400.00
Chest (except Breasts)	120.00	600.00
Breasts	50.00	250.00
Abdomen	90.00	450.00
Stomach Centre Line	75.00	375.00
Lower Back	90.00	450.00

Area	1 Session	Course of 6
	£	£
Upper Arms	90.00	450.00
Forearms	100.00	400.00
Bikini	100.00	500.00
Extended Bikini	120.00	600.00
Brazilian	150.00	750.00
Bikini & Underarms	150.00	750.00
Buttocks	125.00	625.00
Thighs	160.00	800.00
Lower Legs	150.00	750.00
Full Legs	220.00	1100.00
Hands or Feet	60.00	300.00
Full Arms	150.00	750.00

## Hair Removal treatments for Men

Face	140.00	700.00
Beard	100.00	500.00
Neck front	60.00	300.00
Centre Brow	50.00	250.00
Back	180.00	900.00
Upper Chest	120.00	600.00
Abdomen	90.00	450.00

Upper Arms	90.00	450.00
Forearms	100.00	400.00
Lower Legs	150.00	750.00
Thighs	160.00	800.00
Full Legs	220.00	1100.00
Full Arms	150.00	750.00
Shoulders	100.00	500.00



We accept payment by cash, cheque (when supported by a valid Bank Card) and Credit Card.