Trading Terms and Conditions

Legal Review

We regularly instruct our solicitors to review our Terms and Conditions in order to ensure continued legal compliance, particularly with the Consumer Protection (Distance Selling) Regulations 2000, as amended by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and the General Data Protection Regulations (GDPR).

We know that you expect legal compliance as a minimum level of service and we are proud to say that we are fully compliant with the current distance selling rules and GDPR as well as the legislation listed below.

This information sheet briefly explains some of the changes we have been advised to make, but please let us know if you would like to discuss this further.

Distance Selling Regulations

Pre-Contractual Information

Under the Regulations we must provide our personal customers with certain information before the booking is made. For example, we must explain who we are, the price of the treatment, what the service will consist of and what cancellation rights the customer has.

Written and Additional Information

The Regulations require us to confirm most of the pre-contractual information and some additional information in writing to customers quickly in order to allow them an opportunity to review the full terms and cancel the booking if they wish. This information includes a written explanation of their cancellation rights.

Cancellation Rights

Personal customers have the right to cancel the treatment within 14 days of making the booking, or if earlier, when the treatment has been completed. If customers decide to cancel the booking before treatments begins, they will be entitled to a full refund.

If we fail to explain their cancellation rights properly, they will have the right to cancel the service and receive a full refund even after the treatment has been carried out.

General Data Protection Regulations

From May 2018, we will need to comply with the new data protection rules. We have already updated our Terms & Conditions to comply with this, to ensure that the requirements, particularly regarding consents and accountability, are satisfied before the deadline.

Health and Safety

We are also legally obliged to provide (so far as is reasonably practicable) a safe system of work for our employees. So our new terms make it clear that we will not be able to treat habitats in certain locations if to do so would put our employees at risk.

Other legislation that we comply with

SDK can also confirm that it complies with the following in relation to its consumer contracts:

- Business Protection from Misleading Marketing Regulations 2008 as amended
- Company, Limited Liability Partnership and Business (Names and Trading Disclosures) Regulations 2015
- Consumer Protection from Unfair Trading Regulations 2008
- Privacy and Electronic Communications (EC Directive) Regulations 2003
- Provision of Services Regulations 2009 as amended
- Supply of Goods and Services Act 1982 as amended
- Unfair Contract Terms Act 1977 as amended
- Consumer Rights Act 2015

Diarmid Nairn
Managing Director
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