

**The Malvern** is registered with the Healthcare Commission for the provision of treatments using the Aria Intense Pulsed Light.

The Aria IPL will be used for hair removal, skin rejuvenation, pigmented and vascular lesions. Hair removal may be permanent.

**Disability Statement:**

We are able to offer disabled access but we are unable to provide 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 Aria IPL 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 (Yvette Guthrie) at the address below:

The Malvern  
The Straight Mile  
Shurlock Row, Reading  
RG10 0QN

Written complaints will be acknowledged within 2 working days and we aim to give a formal response to complaints within 20 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, this would be confirmed in writing prior to commencement of treatment.

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## Patient's Guide



The Straight Mile  
Shurlock Row  
Berkshire  
RG10 0QN

Tel: 0118 932 1817  
[www.themalvern.co.uk](http://www.themalvern.co.uk)

**Responsible Individual**  
**Yvette Guthrie**

## Services for Women

Area	One Session FROM:	Course of 3 FROM:	Area	One Session FROM:	Course of 3 FROM
	£	£		£	£
Consultation and test patch (Redeemable when you book and pay for a course of 3 or more.)	35.00				
Upper Lip	55.00	149.00	Forearms	150.00	400.00
Chin	65.00	175.00	Bikini	110.00	295.00
Upper Lip & Chin	75.00	200.00	Extended Bikini	125.00	335.00
Centre Brow	45.00	120.00	Bikini & Underarms	200.00	540.00
Neck Front	100.00	270.00	Buttocks	150.00	400.00
Underarms	100.00	270.00	Upper Leg incl. Bikini	250.00	675.00
Nipple area only	75.00	200.00	Lower Legs	190.00	500.00
Breasts	95.00	250.00	Full Legs	395.00	1000.00
Abdomen	110.00	295.00			
Stomach Centre Line	75.00	200.00			

## Services for Men

	From: £	Course of 3 From: £		From: £	Course of 3 From: £
<b>Face/Beard</b>	<b>130.00</b>	<b>380.00</b>	<b>Forearms</b>	<b>160.00</b>	<b>430.00</b>
<b>Neck front</b>	<b>100.00</b>	<b>270.00</b>	<b>Lower Legs</b>	<b>200.00</b>	<b>540.00</b>
<b>Centre Brow</b>	<b>45.00</b>	<b>120.00</b>	<b>Thighs</b>	<b>225.00</b>	<b>600.00</b>
<b>Back</b>	<b>250.00</b>	<b>675.00</b>	<b>Full Leg</b>	<b>395.00</b>	<b>1000.00</b>
<b>Chest</b>	<b>250.00</b>	<b>675.00</b>	<b>Full Arms</b>	<b>180.00</b>	<b>485.00</b>
<b>Abdomen</b>	<b>110.00</b>	<b>295.00</b>	<b>Shoulders &amp;</b>		
<b>Upper Arms</b>	<b>130.00</b>	<b>350.00</b>	<b>Back of neck</b>	<b>150.00</b>	<b>400.00</b>



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

The Malvern consists of dedicated and professional employees. We strive to be acknowledged by our clients, suppliers and regulators as the leaders in our sector.

This will be achieved by ensuring that we recruit and train highly professional staff whose ambitions are to exceed client expectations.

**Our Aim:**

- To both motivate and invest in our team and acknowledge their value.
- To encourage all the team members to participate in achieving our aims and objectives.
- To clearly set and monitor targets in all areas.
- To invest in property, equipment and technology and innovative process based on a measured business case.

**Our Objectives:**

- To be accountable for individual and team performance.
- To support for each other in achieving client expectations.
- Maintenance of the highest professional and ethical standards
- Rapidly respond to the needs of team

To encourage innovation,  
ambition,  
enterprise and continuous  
improvement