

## **Terms & Conditions:**

### **INFORMATION**

All patients are required to provide personal details; including date of birth, address, telephone number and email in order to secure an appointment.

All patients must complete a medical history form before each treatment and information must be provided to the best of your knowledge and endeavour. I cannot be held responsible for any contraindications if information is withheld.

All information will be treated as confidential and protected in accordance with Data Protection legislation.

In the event of a complication, it may be necessary for me to send your personal and medical information, including photos, to the Complication in Medical Aesthetics Collaborative (CMAC) expert leaders and to my insurance company.

In all other circumstances, patient information will not be shared with third parties without permission.

You may choose to remove yourself from the mailing list at any time, by unsubscribing.

If you are unwell leading up to or on the day of your appointment, please make contact via email as soon as possible. Some treatments may be unsuitable in case of certain ailments such as colds, cold sores, or local skin infections.

### **NEW PATIENT**

A consultation is required for new patients to complete a comprehensive treatment history, as well as a full assessment.

The consultation is one hour, but there may still be time for a possible first treatment, depending on the treatment being sought.

### **POLICY ON CHILDREN**

I do not treat anyone under the age of 18.

Please avoid bringing children to the clinic, unfortunately they will not be allowed to accompany you into the treatment room and I do not have a waiting room.

### **POLICY ON PETS**

I love pets but regret that I am unable to allow them in the treatment room for hygiene reasons and they cannot remain on the premises unsupervised.

### **CAR**

Parking is free. You are welcome to park on the driveway, however I cannot guarantee a parking space. There are additional parking options in the lane opposite the house (there is a gravelled open space, suitable for parking on, down the lane just before the gates to Caterham Day Nursery) or in De Stafford Sports Centre care park. Parking is at your own risk and I cannot take any responsibility for any damage.

### **APPOINTMENTS**

Appointments can be made via the websites booking tab. Your appointment time is reserved specifically for you. Please note you cannot be seen any earlier than your allotted time as there is no waiting area. You will receive an appointment reminder 72 hours before your scheduled appointment time.

Appointments can be booked up until 4 months in advance.

You can cancel and reschedule your appointment via the tab on your confirmation and reminder emails. If you have deleted these or have not received them, please make contact via email.

You may bring only one friend or relative to the appointment with you in order to allow me to concentrate and for clear communication.

### **DEPOSITS**

A non-refundable deposit of £35 per treatment is taken at the time of booking an appointment. The deposit is then redeemable from any treatment or product bought within 4 weeks of the initial appointment. The deposit is not refundable on cancellation at any time, or if you reschedule your appointment within 48 hours of your appointment.

To avoid losing your deposit, simply reschedule with more than 48 hours notice.

You can cancel and reschedule your appointment via the tab on your confirmation and reminder emails. If you have deleted these or have not received them, please make contact via email.

### **CONSULTATION FEE**

A deposit is taken per treatment, at the time of booking and appointments are not confirmed until the fee has been paid. A rescheduled appointment within 48 hours of your appointment, a cancellation of an appointment at any time or a no show will forfeit the deposit.

### **LATE ARRIVALS**

I kindly request that you arrive on time for your appointment. I appreciate that unforeseen circumstances can occur, therefore please try and contact me if you know you are going to be delayed. Any arrivals 15 minutes later than your booked appointment time may need to be reduced or rescheduled to another date. If the treatment must be moved, the cancellation fee will apply.

### **CANCELLING OR RE-SCHEDULING AN APPOINTMENT**

If for any reason you need to cancel or reschedule your appointment, please give a minimum of 48 hours' notice. Appointments cancelled at any time or appointments rescheduled within 48 hours of your appointment time your deposit fee will be retained.

You can cancel and reschedule your appointment via the tab on your confirmation and reminder emails. If you have deleted these or have not received them, please make contact via email.

### **PAYMENTS**

You will be advised of the full costs of any treatment plan proposed and agreed, including that of any maintenance treatment, before any treatment is undertaken.

### **TREATMENTS DISCLAIMER**

Patient's results vary from person to person and thus results are not guaranteed. This varies according to biological make up and response, diet, and lifestyle. Please also note I may recommend a change in your treatment programme during your course of treatments to meet your individual needs.

### **TOP UPS AND REVIEW APPOINTMENTS**

All new patients following botulinum treatment will be booked in for a review appointment face to face in clinic 2-3 weeks later. If you cancel this appointment, I cannot guarantee that I will be able to reschedule your appointment within this necessary time frame and therefore I will not be able to assess the results of your treatment nor administer any further treatment.

Additional botulinum toxin treatment for existing patients will only be administered if I deem that it will be beneficial to your results and safe to do so. I will only administer additional botulinum toxin between 2-3 weeks following initial treatment, therefore, your review appointment must be booked in between 2-3 weeks following initial treatment. Additional botulinum toxin will NOT be provided before or after this time.

Due to infection control risks, dermal filler syringes are discarded after use and any further treatment will therefore be booked in as another full treatment at full price.

### **REFUND**

Refunds will only be issued in accordance with Consumer Rights legislation.

Please note for numerous reasons I cannot guarantee your results and therefore I cannot offer refunds if the results achieved fail to meet your expectations.

### **VOUCHERS**

Vouchers must be redeemed within 6 months from purchase and are non-refundable.

### **COMPLAINTS**

In this clinic I take complaints very seriously and will try to ensure that all of my patients are pleased with their experience. If you have a complaint, please inform me via email as soon as possible. I aim to acknowledge complaints within 5 working days and start investigations within 14 days. Communication will continue via email in writing.

### **BEHAVIOUR**

Please note that the clinic is at my family home and this must be respected at all times.

I will not tolerate abuse of any kind and whom I treat is entirely my decision.