



# Terms and Conditions

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### Client Information

All clients are required to provide contact details including mobile number, email and Date of Birth in order to secure an appointment and provide necessary information for their appointment.

All patients must complete a Medical History form in the 48 hours run up to or on the day of their appointment and on subsequent visits. This is necessary for the consultation and treatment plan. New patients are seen for consultation first before any treatment is undertaken. Treatment may be provided on the first visit at the Dr Anita's discretion.

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

Patient information will not be shared with third parties and you will not receive unsolicited information from us.

You can choose to opt-out from our mailing list at any time by unsubscribing. PLEASE NOTE: This may also mean that you will miss out on key information pertaining to your appointments and our clinical operation changes.

### Appointments

All Face-to-Face consultations and treatment appointments are charged at £50 for our cosmetic Doctors services. This consultation fee is redeemable against any treatment taken within 3 months of the consultation.

At our clinic there is a 48-hour cancellation policy.

- Any cancellations/rescheduled appointments within the 48-hour cancellation time period will be classed as a Late Cancel. Please note: This Fee is non-transferrable and will not be refunded.

- If cancelling outside of the 48-hour policy, your £50 Consultation Fee/deposit will NOT be refunded.

- If rescheduling outside of the 48-hour policy, your £50 Consultation Fee/Deposit will be transferred once to the rebooked date and will NOT be refundable. It will be redeemable towards treatment on the day.

- If you do not attend a booked appointment and/or fail to advise us as per policy in advance, this will be classed as a No-Show. Please note: Your £50 Consultation Fee/ deposit will not be refunded.

After 1 No-Show or 1 Late Cancel, a further £50 Consultation Fee/deposit will need to be paid in advance of your next appointment. This deposit can be redeemed on your treatment.

Please Note: We do not offer a Covid Isolation Insurance Policy and therefore, the above T&C's apply for all.

### **T&C's for package cancellations or missed appts:**

Review appointments are offered to new clients after treatment with Botulinum Toxin as a courtesy. If you are unable to attend for the review appointment at 2 to 3 weeks, no additional treatment or "top up" is provided once the review period of 2-3 weeks has passed.

Dr Anita will advise if and when all the top ups for botox treatments are needed.

Please ensure that you are in the UK for at least 7 days after your dermal filler treatment.

Follow up appointments and aftercare are provided accordingly to the treatment(s) undertaken. If you are unsure of any of these aspects, please email the clinic – [info@dranitaaesthetics.com](mailto:info@dranitaaesthetics.com).

If you are unwell, please call to discuss and let us know. Many treatments are contraindicated if you are unwell; this includes coronavirus, colds, cold sores or local skin infections.

Dr Anita reserves the right to refuse treatment at any time, if a client is thought to be unsuitable or that a treatment is not in the best interest.

### **Children & Young Persons**

We do not treat anyone under the age of 18.  
Please do not bring children to the clinic.

### **Payment**

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. Payment is taken in full in advance or at the time of treatment.

## **Refunds**

Fees charged for treatment are for the delivery of a treatment and the accompanying service, which is inclusive of;

- consultation and assessment,
- provision of information and advice,
- safe treatment with evidence-based products,
- follow up appointments and aftercare advice and support as appropriate.

Whilst we aim to provide excellent service; factual, honest and ethical advice, safe, expert treatment in experienced hands with the best products tailored to your consultation findings, we cannot guarantee your results and cannot offer refunds if the results achieved fail to meet your expectations.

## **Feedback**

Any feedback is much appreciated, both positive and negative. Feedback is used to review and improve quality of service. You may submit feedback verbally, via email, via the clinic website or via google reviews.