

# Booking Terms

## Please read in full



By proceeding with my booking I confirm that I understand and agree to the following terms and conditions...

For medical reasons we are unable to treat those who;

- + Have severe active acne in the treatment area and/or those using steroids, chemical peels or retinol in the two weeks prior to appointment.
- + Have an active cold sore/oral herpes on day of treatment .
- + Have been on anti-biotics within the past two weeks for facial/oral infection.
- + Are immunocompromised and/or unwell on the day of the appointment - Flu/Cold/Virus ( to prevent complications ).
- + Have had facial surgery in the past 12 months.
- + Have had dermal filler elsewhere in the past 12 weeks ( there is a risk of complications with mixing products ).
- + Are undergoing, or have received chemotherapy within the last 6 months/or are on any auto-immune medication. Auto Immune medication must be stopped 6 months prior with a doctor's note.
- + We feel are not ready, or suitable for treatment.

+You are able to re-schedule your appointment online yourself up to 48 HOURS before your scheduled appointment. All re-scheduling can be done via your confirmation email. Failure to do so within this 48 HOUR period will result in loss of your booking fee. Your appointment can be rescheduled once only. Further reschedules require a new booking entirely and your booking fee will be lost.

+ All clients must be 18 years old at the time of treatment. It is a legal requirement that we see a Valid ID prior to treatment. If you are not able to provide ID when asked we will not be able proceed with treatment and you will lose your booking fee.

+ Non Surgical Rhinoplasty's are not available within personalised packages. They must be booked separately.

+ We are un-insured to treat with children on the premises. If you arrive with anyone under the age of 10 sadly we will not be able to proceed with treatment and you will lose your booking fee.

+ We cannot guarantee that we will be able to see if you arrive more than 5 minutes late to your booking. You may be refused by the clinic and may lose your booking fee.

+ We cannot accept bookings made on behalf of someone else. We are not able to transfer bookings or booking fees to another individual.

+ In the event that we need to cancel or rearrange your appointment , COSMETICA MEDICAL AESTHETICS will NOT reimburse travel nor cover further expenses that may be incurred as a result. Please consider this, especially if you are travelling from abroad.

+ Changes to the GMC/NMC regulations now require prescribers to see patients face to face and therefore remote prescribing is no longer possible.

# Booking Terms - Cont.

+ Booking fees are NON-REFUNDABLE under ANY CIRCUMSTANCES.

+I acknowledge that my deposit payment is a booking fee in exchange for an allocated and reserved time slot of my choice, otherwise known as 'a service'. I confirm that I have personally registered my details and reserved a time allocation that I am committed to. Should my circumstances change and I am no longer able to attend my booking I accept full liability and thus fore forfeit my booking payment to the company COSMETICA MEDICAL AESTHETICS.

It is important to note that it might take multiple treatments to achieve your desired result. Although it may be expensive to build initially, maintaining results are easy once you get there. Regardless, you shouldn't begin a journey until you're ready to commit. Dermal fillers are temporary and require upkeep once or twice a year. This is paramount to consider before booking.

## Reschedule/Cancellation policy

Please arrive 5 minutes before your appointment time. This will allow us time to get you checked in, make you feel comfortable and offer you a warm drink before we start.

We understand that emergencies happen. If you need to cancel your appointment, we simply ask that you notify us of any cancellations or rescheduling's at least 48 hours prior to the appointment. Cancellations that break these rules will result in the loss of your booking fee. Your appointment can be rescheduled once only. Further reschedules require a new booking entirely and your booking fee will be lost.

## Refunds Policy

Our treatments are carried out by a qualified practitioner. If you have had a treatment that you are unsatisfied with please bring it to the attention of the practitioner and follow the complaints procedure below. We do not give refunds on any treatments however we will look into your concerns immediately and try to resolve the matter as quickly as possible.

## Complaints Procedure

Please see our "Clinic Policies" on our website for more details on our complaints procedure.