

Booking Terms

Please read in full



By proceeding with your booking, you confirm that you have read, understood, and agreed to the following terms and conditions:

Deposits & Payments

All appointments require a deposit to secure your booking. Bookings are not confirmed until a deposit has been received. For treatments over £500, a non-refundable deposit is required. All deposits/booking fees are strictly non-refundable under any circumstances.

Cancellation & Rescheduling Policy

You may reschedule your appointment up to 48 hours prior to your appointment time via your confirmation email. Rescheduling is permitted once only. Any further changes will require a new booking and a new deposit. Cancellations or changes made within 48 hours, including the day before or same day, will result in the loss of your deposit/booking fee. Arriving late (over 5 minutes) may result in your appointment being refused and your deposit being lost.

Prepaid Plans & Packages

Clients on prepaid treatment plans or packages are still fully bound by this cancellation policy. This includes late arrivals, cancellations within 48 hours, and missed appointments, which may result in the loss of that session. Exceptions will only be made in the case of a genuine emergency, at the clinic's discretion.

General Booking Policy

Appointments cannot be transferred to another person. We do not accept bookings made on behalf of others. Children are permitted; however, we strongly recommend arranging childcare where possible to allow you to fully relax during your treatment. Please note that COSMETICA MEDICAL AESTHETICS cannot take responsibility for children on the premises, and treatments may be limited or unable to proceed if it is not safe or appropriate to do so. We cannot guarantee treatment if you arrive late. COSMETICA MEDICAL AESTHETICS is not responsible for travel costs or any associated expenses if appointments are rearranged or cancelled.

Medical Suitability

For medical reasons, we are unable to treat clients who: Have severe active acne in the treatment area or have used steroids, chemical peels, or retinol within 2 weeks prior. Have an active cold sore/oral herpes on the day of treatment. Have taken antibiotics within the past 2 weeks for facial/oral infection. Are immunocompromised or unwell (cold, flu, virus). Have had facial surgery within the past 12 months. Have had dermal filler elsewhere within the past 12 weeks. Are undergoing or have had chemotherapy within the past 6 months, or are on autoimmune medication (must be stopped 6 months prior with doctor's note). Are deemed unsuitable or not ready for treatment by the clinic.

Booking Terms - Cont.



Legal & Safety Requirements

You must be 18 years or over. Valid ID is required. Failure to provide ID will result in cancellation and loss of deposit. Due to updated regulations, prescribers must see patients face-to-face. Remote prescribing is not available.

Important Information Non-surgical rhinoplasty is not included in personalised packages and must be booked separately. Results may require multiple treatments. Maintenance is required for long-term results. By booking, you accept full responsibility for your appointment time and any associated costs if you fail to attend.

Arrival

Please arrive 5 minutes early to allow time for check-in and preparation.

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.