

CANCELLATION FEES AND LATE ARRIVALS.

CANCELLATIONS CAN BE MADE BY PHONE, EMAIL OR IN PERSON AT LEAST 24 HOURS PRIOR TO YOUR SCHEDULED APPOINTMENT. WE WOULD BE GRATEFUL IF YOU COULD BE SURE TO DO SO, AS SOON AS YOU KNOW, TO AVOID ANY MISUNDERSTANDING AND TO HELP US MAINTAIN OUR LEVEL OF SERVICE TO ALL OF OUR CLIENTS.

WE RESERVE THE RIGHT TO TAKE A DEPOSIT FOR A BOOKING (FOR APPOINTMENTS WITH OUR AESTHETIC AND MEDICAL PRACTITIONERS), TO ENSURE YOUR APPOINTMENT IS SECURED.

THOSE WHO CANCEL THEIR APPOINTMENT ARE ABLE TO TRANSFER THE BOOKING FEE TO A NEW BOOKING PROVIDED THE CANCELLATION IS MADE KNOWN TO US AT LEAST 24 HOURS PRIOR TO THE BOOKED DATE.

WE DO OUR BEST TO ACCOMMODATE LATE ARRIVALS HOWEVER, THERE MAY BE TIMES WHEN A LATE ARRIVAL MAY RESULT IN REDUCED CONSULTATION TIME OR YOU MAY LOSE YOUR SESSION IF YOU FAIL TO TURN UP FOR AN ENTIRE APPOINTMENT AND WITHOUT PRIOR CANCELLATION NOTIFICATION.

YOU WILL BE ALERTED WITH A TEXT MESSAGE CONFIRMING YOUR APPOINTMENT. IF YOU FAIL TO CANCEL YOUR APPOINTMENT WITHIN 24 HRS OF YOUR APPOINTMENT THEN A NOTE WILL BE MADE ON YOUR RECORD NOTIFYING OUR ADMIN TEAM TO TAKE THE FULL PAYMENT OF ANY SINGLE SESSION OR DEPOSIT FOR ANY PACKAGES YOU WISH TO PURCHASE.

WE VERY MUCH HOPE NONE OF THE ABOVE NEED CONCERN YOU AND WE CAN KEEP YOUR APPOINTMENT ARRANGEMENTS AS SEAMLESS AS POSSIBLE.

MANY THANKS

TEAM AT SKYLINE MEDICAL CLINIC

## TERMS AND CONDITIONS:

PLEASE ENSURE THAT YOU HAVE READ AND FULLY UNDERSTOOD OUR TERMS AND CONDITIONS PRIOR TO BOOKING A TREATMENT AT OUR CLINIC.

### Information

- All patients are required to provide contact details; including address, telephone, and email in order to secure an appointment.
- All clients will complete a consent form and medical form throughout their course of appointments, this is necessary to inform the consultation and treatment planning process.
- All information will be treated as confidential and protected in accordance with Data Protection legislation
- Patient information will not be shared with third parties without written permissions and you will not receive unsolicited information from us.

### Appointments

- New patient consultations with our team will be free of charge.
- New patients are seen for consultation and assessment; treatment may be recommended on the same day should there be availability in our diary and the client is happy to go ahead.
- We will always assess whether treatment is suitable for you, prior to any treatment being carried out.
- It is the client's responsibility to ensure that they provide with all relevant medical history and medication details prior to each treatment, Skyline Medical clinic will not be liable for any damage that occurs as a result of the client's failure to disclose such details.
- False name or details will result in termination or cancellation of entire treatment session/packages at our clinic. This may also result in loss of any payments made.
- The client agrees to comply with all instructions and/or recommendations given as after care to them, or on behalf of Skyline Medical Clinic regarding the care of a treated area. Nothing in these

terms of business shall exclude or limit Skyline medical clinic liability for death or any personal injury resulting from Skyline Medical Clinic negligence.

- For any single sessions, full payment must be paid prior to the session. Payments for packages, will require 50% deposit at the time of booking and 50% on the day of your treatment.
- Aesthetic pre-paid single sessions, and packages will expire 12 months from date of purchase. Any un-used sessions will not be refundable.
- Skyline Medical Clinic operate 24 hours cancellation policy. If you do not attend a booked appointment, and fail to inform us in advance, you will be charged before making another appointment. If we hold a deposit on account this will be forfeited.
- As discussed with your aesthetician, the number of sessions recommended must be followed and completed. This is to ensure you see full effect of the treatments. Un-used sessions will not be refunded. Packages can be shared with one other member, however, need pre-approval from staffs of Skyline Medical Clinic.
- If you are undergoing a course of treatment as part of a package and fail to attend or do not provide notice of cancellation or change, the treatment will be forfeited.
- Please do NOT attend the clinic for an appointment if you are unwell. If you are unsure, please call and discuss. Many treatments are contraindicated if you are in poor health.
- Please provide as much notice as possible, if you need to cancel or reschedule your appointment, so that we may make best use of our appointment diary.
- Routine review appointments are on hand after treatment as a courtesy. If you are unable to attend the review appointment at 2-3 weeks, no additional treatment or 'top up' is given once the review period of 2-3 weeks has passed.
- Prior to your appointment, we will inform you of any preparation required before and after your treatment. If you do not follow the guidance, this may result in unsuccessful completion of your treatment.
- It is the client's responsibility to ensure that they keep their personal belongings with them at all times.

Suitability:

We do not treat children or young adults under the age of 18 or clients who have contraindications for the treatments offered e.g., pregnancy or breast-feeding etc.

Children accompanying adults to the clinic, must be supervised at all times. We cannot take responsibility for the well-being of unsupervised children.

### Liability:

Skyline Medical Clinic will not be liable in contract, tort or otherwise for any economic loss (including, without limitation, loss of profit) or for any other special, indirect, or consequential loss or damage arising out of or in connection with, its provision of any goods and/or services to the client.

Any theft or damage (not limited to the property or staffs of Skyline Medical Clinic), may result in ban to attend the clinic and/or a fine issued to the client accordingly of the damage.

### 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.
- Payment is taken, in full at the time of treatment for single session and 50% deposits for packages.
- The clinic accepts cash (maximum of £500), or major debit and credit cards, and bank transfer.
- A discretionary deposit will be taken for some treatments and in some circumstances.
- Instalment options are available upon discussion with the clinic.

### 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 undertake to provide exceptional service; factual, truthful, and ethical advice, safe, expert treatment in experienced hands and only with high standard products, we cannot guarantee your results and cannot offer refunds if the results achieved fail to meet your expectations as results may vary for each client.

Refunds cannot be issued for sessions that have been completed.

### Packages

All packages can be paid in 50/50 instalment plan before treatment commences.

Instalment options are available upon discussion with the clinic.

All packages and treatments are non-refundable but can be shared with 1 other client which must be agreed and notified with the clinic prior to the treatments.

### Feedback

Any feedback is much appreciated, both positive and negative. Feedback is consistently used to review and improve the quality of service.

You may submit feedback verbally, via email, or via the clinic website.

On some occasions, we may ask for consent to use your feedback to highlight our services on our social media platforms.

### Complaints

If you have a complaint, please inform us as soon as possible. An appointment will be made for you to be seen. A copy of our Complaints Policy is available on request.

The member of staff who receives the complaint will convey the details to the Clinic manager or a designated member of the team.

If complaints cannot be resolved immediately, you will receive a letter/email within 3 working days to confirm that an investigation into the matter is underway and a response will be made as soon as possible.

Purpose of complaint:

- Non-treatment related matters will be handled by the Clinic Manager or a member of the head office.
- Treatment related matters will be discussed with relevant practitioner and may require you to attend an additional consultation with that practitioner or an alternative member of the clinic's medical team.