

Enhance Aesthetics and Wellness Terms and Conditions

All prospective patients/clients are required to provide details including address, telephone and email in order to secure an appointment.

All patients/clients will be required to complete a Medical Questionnaire prior to their first appointment.

All information will be treated confidentially and 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 the clinic.

In line with new GDPR regulations you will be asked for permission for us to hold your data. If you wish to be part of our mailing list you will be invited to opt in.

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

Appointments for Treatment & Booking Fees

You will be sent appointment confirmation at the time of booking and a reminder 48 hours pre appointment. Please provide as much notice as possible, if you need to cancel or reschedule your appointment, so that appointment may be offered to another patient.

All bookings, with the exception of consultations, require a non-refundable deposit. Please be aware that no credit notes will be issued where cancellations are within 24 hours of your appointment time, regardless of the reason for your cancellation.

Once any prescription products have been ordered for your treatment, this booking fee will be non refundable should you cancel your appointment.

In the event of a request for that appointment by another patient and booking fee has not been paid, this appointment may be offered to the other patient.

In the event that you have a pre pay plan with Enhance Aesthetics and Wellness and need to cancel an appointment, a required notice period of 48 hours must be given or a fee of £50 will be charged.

If a running payplan is taken at a discounted price and you choose not to complete the plan any treatments already taken will be deemed chargeable at the full, non-discounted cost.

If requiring any filler to be dissolved following a treatment carried out by Enhance Aesthetics and Wellness, there would still be a charge required for the filler, however the dissolving as an emergency, would be at no additional cost to the patient.

Please do not attend the clinic for an appointment if you are unwell. If you are unsure, please call and discuss with us. Many treatments are contraindicated if you are unwell (for your safety); this includes colds, cold sores or local skin infections. If you have experienced sickness or diarrhoea we will be unable to treat you for a minimum of 48 hours after the last episode.

Routine review appointments are offered after treatment with Botulinum Toxin as a courtesy. No additional treatment or 'top up' is provided free of charge, once the review period of 2-4 weeks has passed.

Cancellation Fees and Late Arrivals Policy

You are required to give a minimum of **48 hours' notice** of cancellation or rescheduling of your appointment by phone, email or in person. If this is not provided, your booking fee is non-transferable.

We do our best to accommodate late arrivals, however there may be times when a late arrival may result in reduced consultation time, or we may have to reschedule your appointment; which may incur costs, such as your booking fee.

Payment

Payment can be made by any of the following methods:
bank transfer, card (including AMEX), cash and is payable in advance of treatment.

We reserve the right to end an offer/previous discount at any time.

Children and Pets

We do not treat children or young adults under the age of 18. Whilst we appreciate it may be difficult to find childcare we ask that you please do not bring children to the clinic unless they are over the age of 12 and able to be left unsupervised.

This is for your own and other patients benefit and safety. Children will not be allowed to accompany you into the treatment rooms as it can be a hazardous environment.

As this is a medical and clinical environment, pets will not be allowed.

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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 Enhance Aesthetics and Wellness strive to provide excellent service; factual, honest and ethical advice, safe and expert treatment in experienced hands, we cannot guarantee your results and cannot offer refunds if the results achieved fail to meet your expectations. The consultation and consent form you sign prior to any treatment will explain that whilst every effort is made to achieve this, it cannot be guaranteed.

Skin care products are non-returnable / refundable, except in accordance with the manufacturer.

Gift Vouchers

Voucher duration. Vouchers are valid for a period of 12 months from the date of purchase. They cannot be redeemed after expiry date.

Use of multiple vouchers. Only one gift voucher can be used per treatment.

Use of promotional codes. Promotional codes cannot be used in conjunction with gift vouchers.

Postal vouchers. There are additional costs associated with provision of a postal voucher. Such costs are added to the voucher cost and shall be paid at the point of purchase. Please allow up to 7 days for delivery of a postal gift voucher.

Voucher redemption. Services must be pre-booked. Vouchers can be redeemed online or in person only.

Refunds. Vouchers are non-refundable other than within the 14 day cancellation period as per the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. During this time, vouchers are only refunded to the purchaser, not the recipient.

Transfer. Vouchers are non-transferable and cannot be exchanged for cash.

Lost or stolen vouchers. Lost, stolen or destroyed gift vouchers will not be exchanged or refunded.

Competitions

Competitions are run across social media platforms. All winners will be notified via the platform they entered through. Prizes do not have a cash value, cannot be transferred and must be taken within 6 months. All winners must consent to photos being taken for promotional purposes and must post on their social media platforms that they have visited Enhance Aesthetics and Wellness and the treatments they have won.