

## Terms and Conditions

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#### Age & Consent

- All clients must be 18 years or older for any injectable procedures.
- We do offer non-invasive for clients under 18.
- If a client is under 18, written parental consent is required, and a parent or legal guardian must be present for the consultation and/or first treatment.

#### Bookings & Deposits

- To secure any booking, a non-refundable booking fee is required.
- Appointments cannot be rescheduled within 48 hours of the appointment time.
- Cancellations or rescheduling within 48 hours of your appointment will result in loss of your booking fee.
- Last-minute cancellations (within 24 hours) or no-shows will be charged 100% of the treatment cost, as this does not allow us time to refill the appointment.
- If you fail to attend your appointment, the full missed treatment fee must be paid before booking again.
- By booking, you authorise us to charge the card on file for no-shows. Fees may be up to 100% of the treatment cost, especially where prescription or pre-ordered products are involved. Alternatively, payment may be requested via transfer or cash within 48 hours. Medical emergencies and severe weather are exempt.
- We kindly ask you to respect our time in the same way we respect yours.

#### Emergencies & Exceptional Circumstances

- We are understanding in cases of genuine medical emergencies or serious unforeseen circumstances. In such cases, cancellation fees may be waived; however, we may request supporting documentation or confirmation from an appropriate authority.
- In situations involving severe weather conditions (such as heavy snow or official weather amber red alerts) where travel is unsafe, your appointment will be rescheduled without penalty.

#### Late Arrivals

- If you arrive more than 10 minutes late, we may be unable to proceed with your treatment and your deposit may be lost.

#### Pricing

- All prices are subject to change without prior notice.

- We reserve the right to modify fees, charges, and services at any time.

#### Refund Policy

- We do not offer refunds on treatments.
- If you change your mind about a treatment purchase, we are happy to exchange it for an alternative treatment, provided adequate notice is given. This allows us to ensure availability of time and products.

#### Results Disclaimer

- Treatment results and longevity vary per individual. Factors such as metabolism, health, lifestyle, and aftercare affect outcomes.
- Exact results cannot be guaranteed.
- Your practitioner will discuss realistic expectations and the best achievable results for you.

#### Clinic Policy

- For safety, hygiene, and insurance reasons, no children or pets are allowed in clinic or treatment rooms.

#### Reschedule/Cancellation policy

- If you cancel within 48 hours of appointment, your booking fee will NOT be refunded
- You will not be able to reschedule your appointment within 48 hours of appointment