

# BESPOKE

LONGEVITY & AESTHETIC MEDICINE

## Cancellation Policy

Our cancellation policy is designed to minimise waiting times for other patients and to ensure the clinic operates efficiently. When adequate notice is given, we can offer the appointment to someone else and allocate our team's time effectively.

- **Late Cancellations (<24 hours' notice) or No-Shows** will incur a **\$50 non-refundable booking fee**. This must be paid before any new appointment can be scheduled.
- For **clients with memberships**, the booked treatment will be considered **redeemed in full** if cancelled with less than 24 hours' notice or not attended.
- **Cancellations with more than 24 hours' notice** will not incur any fee or penalty.

We do understand that unforeseen circumstances may arise. Exceptions to this policy can only be approved by the **Clinic Manager**.

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## Refund Policy

At **Bespoke Longevity and Aesthetic Medicine**, we maintain a **strict no-refund policy** for all purchases of goods and services due to change of mind. This includes:

- Consultations
- Medical procedures (including injectables)
- Laser treatments
- Dermal therapies
- Treatment packages

Please note:

- Treatments and packages are **non-transferable** and cannot be **exchanged or refunded** for alternative services.
  - Refunds may be issued for retail items only in the case of a documented **allergic reaction**, pending **consultation and confirmation by our doctor**.
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Thank you for your understanding and cooperation. If you have any questions, please speak to our reception team or Clinic Manager.