

Terms & Conditions

Booking & Cancellation Policy

Confirmation of Appointment

An SMS confirmation will also be sent 48 hours prior to your appointment. We ask that you respond to this SMS once you receive it by replying Yes or No.

Cancellation & No-Show Policy

We understand from time to time you need to change your appointment. However, we have secured a time slot and clinician just for you and therefore require a minimum of 24-hour notice.

We do send out confirmation messages as a reminder. However, it is your responsibility to remember your appointment regardless of text message. No cancellations or changes are allowed within 24 hours of the appointment. Not showing up for your appointment or failure to notify the clinic before this time frame will result in losing your full deposit.

Deposit

All client bookings will require a \$50-100 deposit to be paid to secure an appointment. This can be used towards your treatment on the day.

Right to decline services

Evolve Skin Aesthetics reserves the right to decline service to a client at any time, especially in the case that in the professional/clinical opinion of staff, the patient is not suitable for treatment. If we do so, we will refer you to alternative doctors/therapists/clinic for treatment.

We also have a zero-tolerance policy to racism, hate speech, threats, cyberbullying, or aggressive behaviour in our clinic.

Refund Policy

Evolve Skin Aesthetics has a 'no refund' policy on purchases of goods or services if you change your mind. Furthermore, our 'no refund' policy applies to medical procedures (including injectables) and dermal treatments and procedures. Please note that our treatments, services, and packages are not transferable to other individuals, and they cannot be swapped for other treatments or services.

Payments

Payment is required on the day of appointment normally after the treatment has been provided.

Modification to pricing and services.

Evolve Skin Aesthetics reserves the right to change pricing for products, services, and treatments without notice.