

Terms & Conditions Page

Information

- All customers are required to provide contact details; including telephone and email to secure an appointment.
- All customers will complete a Medical History Form at their first appointment, 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.
- Customer information will not be shared with third parties without written permissions, and you will not receive unsolicited information from us.
- You may choose to remove yourself from our mailing list at any time, by unsubscribing.

New Customer – Telephone Consultation

- Whilst telephone consultations are discouraged, we acknowledge some circumstances when this service may be helpful; particularly for our customers who will be travelling long distance. New customers, seeking advice from a practitioner in a telephone discussion, require a diary appointment of 30 minutes. The call will be via telephone or video at an agreed time.

Appointments

- A deposit of £50 is required at the time of booking, which is redeemable against the treatment. The deposit is not refundable.
- 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. Please note that appointments cancelled within 24 hours of the scheduled time will forfeit the deposit paid and a deposit for the future treatment will need to be taken.
- Each booking is for a scheduled slot to enable every customer to be fully attended to during their appointments. To ensure each customer does not have delays to their appointment then I cannot accept late arrivals after 15 minutes of the scheduled time, so these will be cancelled and deposits not refunded.
- Please do NOT attend the clinic for an appointment if you are unwell or if you have tested positive to Covid-19 within two weeks of your appointment.
- Face coverings are to be worn unless you are exempt.
- A review appointment is offered after treatment for Botox and lip fillers that will include a top-up if necessary, as a courtesy. No additional treatment or 'top up' is provided free of charge, once the review period of 2 weeks has passed.
- A review appointment is offered after treatment for semi-permanent make-up and microblading that will include a top-up if necessary, as a courtesy. No additional

treatment or 'top up' is provided free of charge, once the review period of 6 weeks has passed.

- Hyaluronidase treatment for, lip filler removal, cannot be performed without a prior assessment and patch test at least 30 minutes for treatment.
- A patch test to ensure treatments are suitable for semi-permanent make-up and microblading treatments are required at least 24 hours before the treatment.

Children

- We do not treat anyone under the age of 18.
- Do not bring children to the clinic.

Payment

- Consultations will be subject to a £50 deposit which will be deducted against treatment costs.
- 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.
- The clinic accepts cash, debit and credit cards with the exception of American Express.
- Discounts/vouchers cannot be applied to already discounted products/treatments or packages.

Refunds

- Whilst we undertake to provide excellent service; factual, honest and ethical advice, safe, expert treatment in experienced hands and only the best products, we cannot guarantee your results and cannot offer refunds if the results achieved fail to meet your expectations.
- Payment will be taken in full and in advance of all treatment package courses.
- Refunds will not be given for failure to complete the full course of treatment.
- Some treatments may have to be done in multiple sessions. Refunds will not be given for partially completed treatments where the reason is out of the control of the clinic.
- If a treatment provided by Natural Enhancement Clinic is found to be cheaper elsewhere you will not be entitled to a refund once treatment has been undertaken.