



**The Secret Garden**  
BOUTIQUE SKIN CLINIC  
W I N C H E S T E R

## **Clinic Terms and Conditions**

### **Information**

All patients are required to provide contact details; including name, telephone and email in order to secure an appointment.

All clients will complete a Medical history form at their first appointment, this is necessary to inform the consultation and treatment planning process.

Photographs will be taken before and after treatments and this will be discussed at consultation.

All information will be treated as confidential and protected in accordance with Data Protection legislation

Patient information will not be shared with third parties without written permissions but from time to time you may receive a newsletter from us, texts or videos..

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

### **New Patient – Telephone Consultation**

Video and telephone consultations are used if essential but these are not our preferred method of communicating. New patients, seeking advice from a practitioner in a video / telephone discussion, require a diary appointment of 30 minutes. Patients must attend the zoom call at the time agreed. Cancellations within 3 working days incur a charge of £45 (excludes weekends).

### **Missed Appointments**

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.

If you fail to turn up for, or cancel with less than 72 hours' notice (this excludes weekends) to the Company, any treatments or therapies, you will be charged for these appointments in full. We will use reasonable endeavours to re-sell your cancelled appointment and if successful no charge will be made to you.

## Illness

Please do not attend the clinic for an appointment if you are unwell. If you are unsure, please call and discuss. Many treatments are contraindicated if you are unwell; this includes colds, cold sores or local skin infections.

Routine review appointments are offered after treatment with botulinum toxin as a courtesy. If you are unable to attend the review appointment at 2-3 weeks, no additional treatment or 'top up' is provided once the review period of 2-3 weeks has passed.

New patients are seen for consultation and assessment; except in exceptional circumstances, with prior arrangement, treatment is not provided on the first visit.

## Children

We do treat children/ young adults under the age of 18 except for acne with full parental consent. Parents must be with the child at the appointment. Outside that please do not bring children to the clinic. Children will not be allowed to accompany you into the treatment rooms.

## Payment

Pricing is available on the website and is discussed at your consultation for any subsequent treatments.

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.

A deposit is taken of £75 - £162.50 to book your treatment, depending on the treatment booked. This is refunded against your treatment as long as cancellation is not within 72 hours (see cancellations above).

The full cost of a consultation is taken at the time of booking. A consultation is £275 and the same terms of cancellation apply. The cost of a consultation is refunded from any treatment plan booked as added extras to as long as the plan exceeds £2500.

The clinic accepts cash, or major debit and credit cards.

## 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 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.

### Feedback

Any feedback is much appreciated, both positive and negative. Feedback is used to review and improve quality of service. You may submit feedback verbally, via email, via the clinic website or via the Save Face website.

### Complaints

If you have a complaint please inform us as soon as possible. An appointment will be made for you to be seen. A copy of our Complaints Policy is available on request.

*Enhance your beauty Revitalize your soul*