



Introduction

Practitioners and clinics will use a vast array of internal policies and procedures, but the most appropriate policies will always depend on the size and nature of the individual organisation. The policies are more effective if they are developed and reviewed on an ongoing basis with the involvement of staff, and are tailored to suit the specific needs of a clinic and its activities. However, some guidance and examples mean that you don't have to start from scratch.

Save Face has developed a number of example generic policies which can be used as a basis for your own policies, where relevant these policies should be tailored to suit the needs and requirements of each individual practitioner and clinic.

Disclaimer

Save Face accepts no responsibility for any third party loss or consequences arising from the use of these example policies.



Non-Surgical Terms and Conditions

Information

All clients are required to provide contact details including address, telephone and email in order to secure an appointment. All clients will be asked to 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. Client information will not be shared with third parties without written permissions and you will not receive unsolicited information from us.

In line with new GDPR regulations you will be asked for permission for us to hold your data. If you wish to be part of our mailing list you will be invited to opt in. You may choose to remove yourself from our mailing list at any time, by unsubscribing.

New Client – Telephone Consultation

Whilst telephone consultations are discouraged, we acknowledge some circumstances when this service may be helpful; particularly for our clients who will be travelling long distance. New clients, seeking advice from a practitioner in a telephone discussion, require a diary appointment of 30 minutes. Clients must call the clinic at the time agreed. A charge of £50 is made, payable in advance.

Consultations

In order to maintain our professional and ethical standards we charge a fee of £50 for an initial consultation appointment. We are here to help provide you with all the necessary information and medical advice you may need to make an informed decision about your treatment or procedure. This fee is fully redeemable against any treatment taken. This is non-refundable in the event of non-attendance or without the required notice period for a cancellation.

Appointments for Treatment

You will be sent appointment reminders by email 3 days prior to your appointment and via text 24 hours before. 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.

We take a booking fee of 50% of the treatment cost to secure the booking. If you are booking well in advance please be aware that your appointment will not be secure until payment is made a minimum of two weeks prior to the treatment date.

In the event that you have paid for a course of treatment up front and need to cancel an appointment, if the required notice period is not given, you will forfeit that treatment session.

Please do not attend the clinic for an appointment if you are unwell. If you are unsure, please call and discuss with us. 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. No additional treatment or 'top up' is provided free of charge, once the review period of 2-3 weeks has passed.

New clients are seen for consultation and assessment; we do not offer treatment on the first visit except in certain circumstances and with prior arrangement,

Laser / IPL / Hyaluronidase / Permanent makeup treatment cannot be performed without a prior assessment and test patch.

Cancellation Fees and Late Arrivals Policy

You are required to give a minimum of 48 hours notice of cancellation or rescheduling of your appointment by phone, email or in person. If this is not provided, your deposit is non-refundable. In the event you are booked in for permanent makeup we require 72 hours notice. If the required notice period is given, your booking fee is transferrable to your new appointment.

We do our best to accommodate late arrivals, however there may be times when a late arrival may result in reduced consultation time, or we may have to reschedule your appointment.

Payment

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 booking fee of 50% of the proposed treatment will be taken on booking. This is non-refundable if the appointment is cancelled without 48 hours notice (72 hours for permanent makeup). The remainder of payment is taken, in full at the time of treatment. The clinic accepts cash, or major debit and credit cards. Discounts and vouchers cannot be applied to products.

Children

We do not treat children or young adults under the age of 18. Whilst we appreciate it may be difficult to find childcare we ask that you please do not bring children to the clinic unless they are over the age of 12 and able to be left unsupervised. This is for your own and other clients benefit and safety. Children will not be allowed to accompany you into the treatment rooms as it can be a hazardous environment.

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.

Skin care products are non-returnable / refundable, except in accordance with the manufacturer.