

## **Terms and Conditions for Booking Aesthetic Appointments**

### *1. General Agreement*

By booking an appointment with Laura O'Neill Medical Aesthetics you agree to be bound by these Terms and Conditions. These terms apply to all services provided by our clinic, including but not limited to consultations, treatments, and follow-up appointments.

### *2. Booking and Confirmation*

- a. Appointments can be booked via our website, phone, or in person at the clinic.
- b. Your appointment is not confirmed until you receive a confirmation message via email or SMS.
- c. We reserve the right to refuse or cancel any booking at our discretion.

### *3. Consultation Requirements*

- a. All new clients are required to attend an initial consultation before any treatment.

### *4. Cancellation and Rescheduling Policy*

- a. If you need to cancel or reschedule your appointment, please provide at least 48 hours' notice.
- b. Cancellations made within 24 hours of the appointment time may incur a cancellation fee of £20.
- c. No-shows or cancellations within 12 hours of the appointment time will be charged the full cost of the scheduled service.

### *5. Late Arrivals*

- a. Please arrive on time for your appointment.
- b. If you arrive late, we may need to shorten your treatment time or reschedule your appointment, in which case the full cost of the scheduled treatment will still apply.
- c. If you are more than 15 minutes late, your appointment may be considered a no-show, and the full treatment cost will be charged.

### *6. Payment Terms*

- a. Payment is required at the time of service unless otherwise arranged.
- b. We accept cash, credit/debit cards, and other payment methods as indicated at the time of booking.
- c. Some treatments may require a deposit at the time of booking, which will be applied to your final payment.

## **Terms and Conditions for Booking Aesthetic Appointments**

### *7. Refund Policy*

- a. Treatment results may vary from person to person. We do not offer refunds for completed treatments unless there is a documented adverse reaction directly caused by our service.
- b. In cases of pre-paid packages or services, refunds for unused portions will be considered at the discretion of management.

### *8. Medical History and Informed Consent*

- a. Clients are required to disclose their full medical history before undergoing any treatment.
- b. Failure to disclose relevant information may result in adverse effects, for which we will not be held responsible.
- c. You will be required to sign an informed consent form prior to treatment.

### *9. Post-Treatment Care*

- a. You will be provided with post-treatment care instructions, which must be followed to achieve the best results.
- b. Failure to follow these instructions may result in suboptimal outcomes, for which we cannot be held responsible.

### *10. Liability*

- a. While we take every precaution to ensure your safety, Laura O'Neill Medical Aesthetics and its staff cannot be held liable for any adverse reactions or outcomes resulting from the treatment.
- b. Our liability is limited to the cost of the treatment provided.

### *11. Privacy and Confidentiality*

- a. Your personal information will be kept confidential and used only for the purposes of your treatment and care.
- b. We may use your information for internal marketing and communication purposes unless you opt out in writing.

### *12. Changes to Terms and Conditions*

Laura O'Neill Medical Aesthetics reserves the right to modify these Terms and Conditions at any time. Any changes will be communicated to clients and will apply to bookings made after the date of such changes.