

Clinic Terms and Conditions

Appointments:

You will be sent an appointment reminder the day before your appointment by email. Please confirm that you will be attending.

A £30 booking fee is required to secure appointments.

Please provide as much notice as possible if you need to cancel or reschedule your appointment. If you give less than 48 hours notice that you need to reschedule your appointment, this £30 will not be refundable. If you cancel the appointment altogether the £30 is non refundable. If you have not paid your deposit and you cancel the appointment with less than 48 hours notice you will not be able to book in at this clinic again until you have paid a £30 cancellation fee.

Please do NOT attend the clinic for an appointment if you are unwell. If you are unsure, please call and discuss with Dr Joanna. Many treatments are contraindicated if you are unwell; this includes symptoms of COVID-19, cold sores or local skin infections.

One routine free of charge review appointment (not re-bookable) will be offered after treatment with Botulinum Toxin as a courtesy. This must be done within 4 weeks of the initial treatment. If we have another Government induced lockdown or Doctor Joanna has to isolate, you may not be able to have this review appointment.

Children and Animals

Please do not bring animals or children to your appointment. They are not allowed into the treatment room, and cannot wait unaccompanied in the waiting area. If you attend with children or pets you will need to reschedule and will lose your £30 booking fee.

Payment

Payment is taken in full at the time of treatment.

The clinic accepts cash, debit and credit cards, and bank transfer. A card machine is available for payment.

Refunds

Whilst Doctor Joanna aims to provide excellent service; factual, honest and ethical advice; and safe, expert treatment in experienced hands using only the best products, your results are not guaranteed and the clinic cannot offer refunds if the results achieved fail to meet your expectations.

If you request for any dermal filler to be dissolved then the initial treatment will not be refunded.