



Clinic Policies

1. Appointments & Scheduling

- All services are by appointment only.
- A valid credit or debit card may be required to secure your booking.
- Please arrive 10 minutes early to complete any forms or pre-treatment assessments. Late arrivals may shorten your treatment or require rescheduling.

2. Cancellation Policy

- We require at least 24 hours' notice for cancellations or rescheduling.
- Cancellations within 24 hours or no-shows will incur a £25 fee.
- Multiple last-minute cancellations may limit future booking privileges.

3. Consultations

- A consultation is required before some treatments to assess suitability, medical history, and goals.
- Some consultations may incur a fee, which can often be applied toward your treatment cost.

4. Injectables Policy – Eligibility

- Clients must be 18 years or older for injectable treatments (e.g., Botox®, dermal fillers).
- Certain health conditions may prevent you from receiving injectables. Full disclosure of your medical history is required.

4. Injectables Policy – Pre-Treatment

- Avoid alcohol, aspirin, and blood-thinning medications for at least 24–48 hours prior to treatment unless advised otherwise.
- Arrive with a clean face (no makeup) if possible.

4. Injectables Policy – Aftercare

- Mild swelling, bruising, or redness is normal and usually resolves within a few days.
- Avoid strenuous exercise, saunas, hot tubs, and excessive sun exposure for 24 hours post-treatment.
- Follow all aftercare instructions provided by your practitioner.

4. Injectables Policy – Results

- Results vary by individual and are not guaranteed.
- Follow-up appointments may be required to achieve optimal results.
- All injectable services are non-refundable.

5. Facials Policy – Eligibility

- Some facials may not be suitable for certain skin conditions, active acne, pregnancy, or specific health concerns.
- Please inform us of any relevant conditions during your consultation.

5. Facials Policy – Pre-Treatment

- Discontinue use of retinol, exfoliants, or aggressive skincare products at least 48 hours prior unless advised otherwise.
- Inform us of recent facial treatments or cosmetic procedures.

5. Facials Policy – Aftercare

- Avoid heat, saunas, and heavy exercise for 24 hours post-treatment.
- Use recommended skincare products to prolong your results.
- Wear SPF daily following any facial treatment.

5. Facials Policy – Results

- Results vary based on skin type and adherence to aftercare.
- Regular treatments are often recommended for best results.

6. Refund Policy

- All services are non-refundable once performed.

7. Medical Considerations

- Please disclose all medical conditions, allergies, and medications before your treatment.
- Treatments may not be performed if contraindicated for safety reasons.

8. Age Requirements

- Clients must be 18 years or older for injectable or medical aesthetic treatments.
- Younger clients may be eligible for certain facials with parental consent and prior consultation.

9. Children & Guests

- For safety and comfort, please do not bring children unless they are receiving a service.
- Limit additional guests during your appointment.

10. Privacy Policy

- All client information is kept strictly confidential. No personal details will be shared without your consent.

11. Photography

- Before-and-after photos may be taken for medical records.
- Photos will only be used for marketing or social media with your consent.

12. Payments

- Payment is due at the time of service.
- We accept cash and bank transfers.
- Prices are subject to change without notice.