

TERMS & CONDITIONS

The Lodsworth Clinic is an independent business that aims to provide high quality medical aesthetic and skin health treatments. Use of our services constitutes an understanding, agreement, and acceptance of our terms and conditions, which are set out below:

Information

- All patients are required to provide contact details; including address, 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. Please disclose all conditions and medications, as these may affect your treatment planning. Failure to disclose all relevant details means The Lodsworth Clinic cannot be held liable for any damage occurring as a result.
- Photographs will be taken for your medical records. These form a necessary part of the consultation process, without which no treatment can take place.
- All information will be treated as confidential and protected in accordance with Data Protection legislation. Please see link for our Confidentiality Policy.
- Patient information will not be shared with third parties without written permissions and you will not receive unsolicited information from us.
- You may choose to remove yourself from our mailing list at any time, by unsubscribing.

New Patient - Telephone Consultation

Whilst telephone consultations are discouraged, we acknowledge some circumstances when this service may be helpful; particularly for our patients who will be travelling long distance. New patients, seeking advice from a practitioner in a telephone discussion, require a diary appointment of 30 minutes. Patients must call the clinic at the time agreed. A charge of £30 is made, payable in advance. This is redeemable against treatment or products purchased within 6 months.

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.
- When diaries are particularly busy, we may take a nominal deposit, of £50 refundable on attendance, to mitigate missed appointments.
- If you do not attend a booked appointment, and fail to advise us in advance, a £50 non-refundable booking fee will be charged to make another appointment.
- 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; treatment is not provided on the first visit for dermal fillers to allow for a cooling-off period.

Treatments

We reserve the right to refuse to offer the procedure as well as the right to cancel it, based upon our professional assessment. It is imperative that both the doctor and the patient agree that treatment is appropriate and that expectations can be met. No refund of incurred expenses will be made in this situation.

Children

We do not treat children or young adults under the age of 18 for any injectable treatments. However, we do offer skin health advice and retail to supervised teenagers where appropriate. Otherwise, please do not bring children to the clinic unless they are old enough to be left unsupervised. Children will not be allowed to accompany you into the treatment rooms.

Gift Vouchers

- Gift vouchers can be purchased for any value, or for a specific treatment.
- Gift vouchers are valid for a period of 12 months from the date of purchase.
- Gift vouchers are non-refundable, and non-transferable and cannot be exchanged for cash.

Treatment Packages

- Treatment packages are valid for 12 months from the time of booking, and all treatments must be taken within this time or they will be forfeited.
- Unused/part unused treatment packages will not be refunded unless you are deemed medically unfit for the booked procedure by The Lodsworth Clinic.
- Payment for packages may be split across appointments.
- Treatment packages are non-transferable.

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.
- Payment is taken, in full at the time of treatment.
- The clinic accepts cash, or major debit and credit cards.
- A discretionary deposit will be taken for some treatments and in certain circumstances.
- We reserve the right to refuse to treat any patient who has not paid booking fees/deposits promptly or has had previous difficulties in paying.

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 Google (<https://g.page/thelodsworthclinic/review?rc>), our clinic website or via the Save Face website.

Complaints

We aim to treat all patients appropriately and fairly. However, 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.