

Policies and procedures

Booking and returns

Booking fees are non refundable, under any circumstances. Treatment costs are non refundable, under any circumstances. Personal care items, such as skincare and supplementation are unable to be refunded, nor can we accept returns under any circumstances once sold (even if unused/unopened).

If there is question regarding reactions etc, official protocol will be followed through the manufacturer and answer will be under their discretion.

Reviews

A holding fee will be taken as “allocation” to your appointed date and time given for your review.

This holding fee will be returned in full, if you attend your appointment. If you do not attend, the holding fee will be lost and required to be paid again.

If you are more than ten minutes late, the holding fee will not be refunded under any circumstances.

Late arrival to appointment

Please ensure that you do not arrive any more than ten minutes late for your appointment. Under the discretion of the practitioner and the itinerary of the day it may happen that your treatment will be unable to go ahead and you will need to rebook. Your booking fee will be allowed to be transferred (only once) but not refunded.



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Right to refuse

Aestheticlinix remains the right to refuse services at any time, for any reason, including but not limited to: frequent cancellations, frequent rescheduling of multiple appointments, lateness, failure to comply with the policies included in this document.

Aftercare

Aestheticlinix provides all patients with verbal and written aftercare (online). We cannot take responsibility for any complications that arise due to non-compliance of our aftercare instructions. We will offer our support where required but any additional fees will be the patient's responsibility.

Age policy

You must be aged 18+ to have any treatment at Aestheticlinix. If clarification is required then you must show photographic identification for proof of age.

Failure to show photographic identification will result in your treatment being declined and booking fee non refundable or transferable.

Children policy

Due to insurance, clinical environment and to maintain safe practice, children and babies are not allowed to enter the clinic.

If attendance with children and/or babies occurs - this will result in treatment being declined and booking fee non refundable or transferable.

No show late policy

If you fail to attend or are late to an appointment by ten minutes you will lose the booking fee and be asked to pay for the full treatment upfront when attempting to book in again.

It is the patient's responsibility to check the clinic location before booking an appointment, of which details can be seen on our website and Google.



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Cancellations and reschedules

We understand that sometimes, unexpected delays can occur and in turn it mean you cannot attend your allocated appointment. Should you need to cancel your appointment, we respectfully request at least a minimum of 48 hours notice.

Cancel within 48 hours

There is opportunity to re-arrange your appointment and the booking fee will be transferred to another date that suits you. Appointments can be rescheduled up to three times only. After that the booking fee is lost and will need to be paid again.

Cancel outside of 48 hours

The booking fee is non refundable, nor transferable. There are no exceptions to this and will not be excused for traffic/no shows/ forgetting/ childcare etc.

Under no circumstances will the booking fee be refunded, or transferred to another date or future bookings.

The booking fee must be paid for again.

Incorrect / non disclosure of information

Aestheticlinix does not take any responsibility for any complications that are associated with dishonest, incorrect, omitted, or lack of disclosure of medical history.



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At home complication procedure(s)

In the extremely rare instance a complication should arise at home, patients should act depending on the category of complication.

Mild complications: such as a large bruise, or mild swelling, follow our aftercare advice and contact us for support within normal business hours if you require additional support.

Urgent complications: such as a vascular occlusion, contact us immediately on our out of hours contact number (01942 466996 / 07498 205905). We aim to be accessible 24-hours a day for urgent care. In the event we do not answer, leave a message stating the urgency and we will be in touch as soon as possible to offer an urgent reversal procedure.

Do not attend A&E or your GP practice as this medical complication does not fall within their remit/ training.

Emergency complications: such as anaphylaxis, stroke, breathing difficulties etc patients should contact 999 immediately. Please follow up with Aestheticlinix to notify us.

Dermal filler dissolving

Aestheticlinix reserves the right to refuse treatment of dissolving dermal filler (Hyaluronidase) provided by external practitioners. Dermal filler treated by us can only be dissolved a minimum of 2 weeks post procedure, unless it is under the circumstances of urgent intervention.

Aestheticlinix provides all relevant aftercare and information post dissolve (Hyaluronidase) but we take no responsibility for the state of the tissue quality post dissolve under any circumstances



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Change of mind

Aestheticlinix will not issue price adjustments/refunds/ booking fee transfers for change of mind. The patient must pay for the full amount of time booked out even if the patient requests a reduced or changed service.

Clinic complications procedure

Non emergency complications, such as, temporary fainting or haematoma's will enforce the treatment to stop to ensure patients safety needs are met.

Aestheticlinix holds the right to discontinue the treatment where we feel patient safety may be jeopardised.

Emergency complications procedure

Emergency complications, such as vascular occlusions will require urgent in-clinic treatment. This undoubtedly will require patients to stay in clinic until patient safety is met.

We take no responsibility for any additional travel expenses, parking fines, or loss of income. Patients will be offered one future appointment at no additional fee as a goodwill gesture.

Depending on the severity of the event, this may mean that no further treatments are able to go ahead. This is under the discretion of the practitioner.

The booking fee will not be refunded and cost of materials (if used/opened) will need to be covered for by the patient.

Episodes of anaphylaxis will require emergency hospital treatment and 999 will be called.

Patient's next of kin will be informed and all relevant information will be passed to the emergency services. We take no responsibility for any additional travel expenses, parking fines, or loss of income. Patients will not be offered a future appointment due to the risk of anaphylaxis. We cannot offer a refund as costs of care and products have been provided.



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Feedback

All feedback is greatly appreciated, both positive and constructive. We use patient feedback to continually improve our services. Feedback can be submitted verbally, via email to info@aestheticlinix.co.uk or phone 01942 466996 / 07498 205905.

Complaints procedure

Aestheticlinix aims to uphold excellent standards of care to maintain exceptional patient satisfaction. If for any reason you have a complaint or issue, please contact us and we will aim to resolve it as quickly as possible. You may only contact us via email during these circumstances otherwise your complaint will not be processed info@aestheticlinix.co.uk

Property loss and damage

Aestheticlinix does not take any responsibility for any lost or damaged property on our premises under any circumstances, situations or events.

Inclusivity

Aestheticlinix welcomes and respects all genders, Non-Binary and Gender Fluid people, the entire spectrum of the LGBTQI+ Community, the elderly, people of colour, people at any level of ability, and all religions. Aestheticlinix will not tolerate hateful behaviour towards these communities, and will stop a service immediately if this policy is infringed upon. Aestheticlinix implores clients to exercise compassion and kindness in our clinic.

Patients are encouraged to reach out if they need a cultural or religious consideration made during their appointment.

Contact us at info@aestheticlinix.co.uk to discuss your needs.



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Needle stick injury

If a needle stick injury occurs to our practitioner(s) we have the right to ask and document answers from the patient. Questions will be relevant to the event such as if patient has any known blood borne viruses, such as HIV, AID's, or hepatitis to assist in the care of the practitioner.

Photo imagery and videography

When booking in at Aestheticlinix, you will receive the statement(s) below in your medical history form whether or not you consent for your imagery/ videography to be used for social media, advertising, marketing or online usage.

"I understand and consent to Aestheticlinix using photographs and/or video recordings of me taken either by Aestheticlinix or organisations authorised by Aestheticlinix.

These images could be used in any format (existing or later created or made available) including print and digital media formats such as publications, prospectuses, brochures, websites, e-marketing, posters, banners, advertising, film, social media, teaching and research purposes.

I understand and consent that the content filmed/ photographed could possibly be viewed throughout the world and not solely confined to the UK, and that some overseas countries may not provide the same level of protection to the rights of individuals as EU/UK legislation provides.

I understand that all content taken is Aestheticlinix property and I have rights to request to see a copy of the information/ content taken but do not have hold the rights to request for anything to be deleted, removed or edited once online.

Cont.



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Photo imagery and videography

Aestheticlinix (or organisations authorised by Aestheticlinix) have/has the right to edit, modify, crop, add to or subtract from the content whether that be videography/ photographs etc taken at their entire discretion and without my approval”

Aestheticlinix is pleased to participate in social media outlets such as Facebook, Instagram, YouTube, Google, Tik Tok etc.

Through these venues we share images, videos and other helpful information updates that may benefit patients to our social media platforms.

The law requires that we gain your permission to use any images/ videos regarding you on social media.

We will never release any personally identifiable information about you including full names, residential addresses, email addresses and phone numbers.

