



AESTHETICLINIX
PROFESSIONALLY LED AESTHETICS

CANCELLATION & RESCHEDULING POLICY

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.



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OUR POLICIES

Your appointments and well-being are very important to us here at Aestheticlinix.

This is why we have the following policies in place to ensure the safest and best possible experience when booking with us.

Please familiarise yourself with the policies below.

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 10 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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BOOKING AND RETURNS POLICY

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.

REVIEW POLICY

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 POLICY

Please ensure that you do not arrive any more than ten minutes late for your appointment. 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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NEEDLE STICK INJURY

If a needle stick injury occurs to our practitioner(s) we will ask the patient if they have any blood borne viruses, such as HIV, AID's, or hepatitis to assist in the care of the practitioner.

PROPERTY LOSS AND DAMAGE

Aestheticlinix does not take responsibility for any lost or damaged property on our premises.

INCLUSITIVITY

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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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