

# Highfield Aesthetics – Terms & Conditions & Clinic Policy

Welcome to **Highfield Aesthetics**. By booking an appointment or receiving treatment, you agree to the following terms and policies.

## 1. Consultations & Medical Assessment

All clients must undergo a consultation prior to treatment. This may include:

- Medical and lifestyle history assessment
- Clinical examination
- Discussion of treatment options
- Clinical photography for medical records

No treatment will be carried out without appropriate assessment and informed consent.

## 2. Consultation Fee

- A consultation fee of **£50** is payable
- This fee is **deductible from treatment cost** if you proceed
- Consultation fees are **non-refundable**

## 3. Clinical Photography

Clinical photographs may be taken for:

- Treatment planning
- Monitoring results
- Medical, legal, and insurance documentation

These images are securely stored and **will never be used for marketing without separate written consent.**

## 4. Medical Disclosure

Clients must provide **accurate and complete information** regarding:

- Medical history
- Medications
- Allergies
- Previous treatments

Failure to disclose relevant information may result in **increased risk of complications** and/or refusal of treatment.

## 5. Deposits, Cancellations & No-Show Policy

A deposit is required to secure all bookings.

### Cancellations & Rescheduling

- More than **24 hours' notice**: free to reschedule
- Within **24 hours**: £50 late cancellation/rescheduling fee

### Late Arrivals

- Up to **10 minutes late**: appointment may proceed
- More than **10 minutes late**: treated as a **no-show**

### No-Show Policy

- Full treatment cost will be charged
- If only a deposit was paid, the **remaining balance must be paid within 7 days**
- Future bookings will require **full upfront payment**

## Exceptional Circumstances

In rare cases (e.g. medical emergency, documented travel disruption), exceptions may be considered **at the discretion of clinic management**, with valid proof.

## 6. Package & Course Treatments

- Packages are offered at a **discounted rate**
- Packages are **non-refundable once started**
- All sessions must be completed within **12 months**

If discontinued:

- Used sessions will be **recalculated at full individual prices**
- Remaining balance will be held as **clinic credit (valid 12 months)**
- Credit is **non-transferable and non-refundable**

## 7. Refund Policy & Complaints Procedure

### Refund Policy

- All treatments are **non-refundable once performed**, where treatment has been delivered appropriately and in line with clinical standards
- Dissatisfaction with aesthetic outcome alone does **not qualify for a refund**

If a client wishes to reverse or adjust a treatment (e.g. filler dissolution), this will be treated as a **new chargeable procedure**

### Complications

In the rare event of a **clinically verified complication**:

- The clinic will assess the situation fully
- Appropriate corrective treatment will be offered where suitable
- Partial or full refunds may be considered **at the discretion of the clinic**

## Complaints Process

All complaints must be submitted in writing to:

✉ [reception@highfieldaesthetics.co.uk](mailto:reception@highfieldaesthetics.co.uk)

- Complaints will be reviewed formally
- A response and resolution plan will be provided
- Clients will be involved in the resolution process where appropriate

## 8. Results & Treatment Expectations

- Aesthetic treatments are **subjective** and results vary between individuals
- No treatment can guarantee a specific outcome
- The human body responds differently, and results may be influenced by:
  - Individual anatomy
  - Healing response
  - Lifestyle factors

By proceeding with treatment, you accept that:

- Results may not exactly match expectations
- Additional treatments may be required to achieve desired outcomes

## 9. Aftercare & Complication Responsibility

Clients are provided with **clear written aftercare instructions** following treatment.

By undergoing treatment, you agree to:

- Follow all aftercare guidance provided
- Contact the clinic promptly if concerns arise
- Attend follow-up appointments where advised

Failure to follow aftercare instructions may:

- Compromise results
- Increase risk of complications
- Limit the clinic's ability to provide corrective treatment

The clinic cannot accept responsibility for complications arising from **failure to follow aftercare advice**.

## 10. Suitability, Safety & Right to Refuse Treatment

We reserve the right to refuse or delay treatment if:

- It is not clinically appropriate
- There are safety concerns
- Expectations are unrealistic
- Required medical information is not provided

Treatment will **never be carried out if deemed unsafe**.

## 11. Eligibility for Treatment

We do not treat:

- Individuals under the age of **18**
- Clients who are **pregnant or breastfeeding**

Treatment suitability for all other clients is assessed on an individual basis.

## 12. Behaviour & Clinic Conduct

We operate a professional environment and reserve the right to refuse treatment in cases of:

- Abusive or inappropriate behaviour
- Repeated missed appointments
- Non-compliance with clinic policies

## 13. Data Protection & Confidentiality

We comply with **UK GDPR** and medical confidentiality standards.

All personal and medical data is stored securely and will not be shared with third parties unless required by law.

## 14. Payments & Chargeback Protection

By booking an appointment and/or undergoing treatment, you:

- Confirm acceptance of all clinic policies
- Agree to payment obligations under these terms

Any attempt to initiate a **payment dispute or chargeback** without following our complaints procedure will be treated as a breach of these terms, and the clinic reserves the right to pursue recovery of funds.

## 15. Liability

All treatments are performed to a high medical standard. However:

- No outcome can be guaranteed
- Clients accept inherent risks associated with aesthetic procedures

## 16. Policy Updates

Highfield Aesthetics reserves the right to update these policies at any time. The latest version will always be available on our website.

## Contact Details

### Highfield Aesthetics

📍 2 Highfield Road, Edgbaston, B15 3ED

☎ 0121 517 2574

✉ [reception@highfieldaesthetics.co.uk](mailto:reception@highfieldaesthetics.co.uk)