**Terms & Conditions**

Please do not bring children under the age of 13, pets, or persons who require special care, along to your appointments interrupted during your appointment and we do not have the staff or means to ensure their safety whilst on the premises.

Please do not arrive more than 20 minutes early for your appointment.

If you are late for your appointment, this time may be taken off the duration of your appointment, to avoid running into another client’s treatment time.

If you are more than 30 minutes late for your appointment, we reserve the right to refuse to treat you that day and will have to reschedule your appointment for another date.

If you are late for an appointment that is less than 30 minutes, we may need to reschedule your appointment for another day.

We will try to accommodate you if we can as we are aware that unforeseen circumstances can occur.

**Client Data**

All medical forms and records that you fill in on your visits, will be secured securely in under lock and key, and backed up securely digitally. The information will only be accessed by staff of Mediclear Camouflage & Lesion Removal or a third part on behalf of the aforementioned. The information is stored and used for the purpose of providing a safe and efficient service for your clients. These records must be stored securely for 7 years after your last treatment with the clinic. It is the right of the client to request a copy of their records & files at any time. Any files that are destroyed, are done so by shredding, and are then discarded as general waste.

**Photos**

Photos must be taken before and immediately after every treatment session and patch test. These are stored confidentially in client’s individual files and used only for the purpose of reviewing their progress and skin’s reaction.

Mediclear Camouflage & Lesion Removal Ltd, occasionally may request the use of a clients before and after photos for marketing purposes or use in consultation for other prospective clients. In this instance, the client would be asked for their permission beforehand, and would have to sign a form, giving their consent for their photos to be used in this way.

**Cancellations**

Please allow at least 48 hours’ notice should you wish to cancel an appointment, Failure to do so may result in the loss of a treatment session (if more than one session has been paid for beforehand)

A booking fee may be taken if an appointment has been cancelled with less than 48 hours’ notice, twice or more in a row.

**Complaints procedure**

Complaints must be brought to our attentions as soon as possible.

Complaints launched 12 months or more after the treatment, or issue occurred, will be rejected, or may be challenged legally.

For any complaints, please get in contact Mediclear Camouflage & Lesion Removal, in writing stating your grievance, along with any evidence (if applicable) at [info@mediclearclr.co.uk](mailto:info@mediclearclr.co.uk).

You will receive a response within 14 days of having sent your complaint.

We will endeavour to resolve your complaint within 6 weeks of the date of having received it.

**For any concerns regarding a treatment, please get in touch as soon as possible at one of the following either by phone or email.**