



# Booking and Cancellation Policy

**ElysiPhi Aesthetics Ltd**

**March 2020**

## **ElysiPhi Aesthetics Ltd Booking & Cancellation Policy**

### **Policy Statement**

Set out below are the terms on which ElysiPhi Aesthetics Ltd provides service to its patients. Please ensure that you have read and fully understood them prior to booking any ElysiPhi Aesthetics Ltd treatments. When booking a consultation or treatment with ElysiPhi Aesthetics Ltd you will be entering into an agreement to receive a service by a registered, experienced, insured and conscientious Nurse Practitioner. Consultation and/or Treatment Booking Fees are essential to secure your appointment/treatment and protect our clinic from loss of income from wasted appointments. This policy outlines the requirements for fees and cancellation procedures.

### **Consultation Fee**

A nominal £50.00 non-refundable Consultation Fee will be charged at the time of booking to secure your face-to-Face Appointment or Online Consultation. Booking fees are non-refundable and can be paid via BACS/Cash or SumUp invoice.

### **Booking Treatments - Deposits**

Following consultation and treatment planning you will be offered a date and time suitable to you and ElysiPhi Aesthetic Ltd staff. ElysiPhi Aesthetic Ltd order stock on a, as required basis, This aims to reduce waste from unused product but more importantly ensures that all products used are within their optimum condition. For this reason a Non-Refundable Treatment Booking Fee of 50% of the expected total cost of treatment is required at time of booking. This can be paid via BACS, Cash or SumUp.

### **Rescheduling Appointments**

ElysiPhi Aesthetics Ltd understand that sometimes appointments need to be rescheduled. If this is required we kindly ask that a minimum of 72 hours' notice is given prior to your appointment. You can do this online or by emailing: [marie@elysiphico.uk](mailto:marie@elysiphico.uk) or by calling Marie on: 07519 817890. Appointments rescheduled less than 72 hours' notice may be required to repay a further fee to secure another appointment.

In the case of illness, we ask that you do not attend clinic until you are well again. Please discuss this with Marie and she can advise.

### **Failure to Attend & Cancellation**

If you are unable to attend your appointment, we require 72 hours' notice to reschedule or cancel. If you fail to attend an appointment without giving due notice, we may charge a cancellation fee and require you to pay for all future treatments in advance. Patients who have purchased a course of treatment but fail to attend their appointment will be charged for their missed treatment.

Late arrival may result in reduced treatment time or forfeiting of the appointment. ElysiPhi Aesthetics Ltd will endeavour to ensure that your appointment runs to time; however, should we need to cancel or postpone your appointment at short notice, we will make every effort to contact you in advance.

Prior to your appointment we will inform you of any preparation required in advance of your treatment. Failure to follow the guidance may result in cancellation of your appointment, reduced treatment time, or additional fees being charged.

We do not provide refunds for cancelled or missed appointments. Cancellation is accepted over the phone or in person at the salon. Cancellation via e-mail is accepted. Do not leave voice messages regarding cancellations.

Please note clients can reschedule their existing booked appointment for a maximum of three times. Any further rescheduling will be at the discretion of ElysiPhi Aesthetics Ltd. Too many rescheduling per client in a very short time frame causes business disruptions which can affect existing clients. ElysiPhi Aesthetics Ltd wants to ensure disruptions are set to a minimum and provide all clients the best flexibility and assured times possible.

## **Courses of Treatment**

All treatments purchased as a course must be paid for in full in advance of the first treatment. All treatments must be taken within 12 months of the date of purchase; any treatments left untaken after 12 months will be forfeited. Please note that treatment exchanges are available upon discretion.

## **Payments**

All treatment bookings must be paid for in full, on arrival at the clinic, prior to treatment commencing.

If you have paid for a course of treatments and are subsequently unable to complete the course, we will offer you a refund, calculated by deducting the full list price of all treatments already taken, plus any charged for non-attendance, from the total price of the course of treatments, and return the difference to you. (Note: treatments or courses that have been bought with discounts will be calculated based on full list price per course and per treatment).

You have 7 working days to cancel the service, beginning the day after you made a booking. If your treatment starts within the cancellation period then your right to cancel ends the day you start treatment.

Purchased products are non-refundable. However ElysiPhi Aesthetics Ltd may agree to exchange the product (unopened/original packaging) for another product of same value.

Please note we do not tolerate any type of receipt fraud.

## **Treatment Suitability**

We will always assess whether treatment is suitable for you, or likely to be successful, prior to any treatment being carried out. If not, we will inform you as to the reasons why. In this instance you will only be liable for the cost of the initial consultation, where applicable.

## **Liability**

ElysiPhi Aesthetics Ltd will not be liable in contract, tort or otherwise for any economic loss (including, without limitation, loss of profit), or for any other special, indirect or consequential loss or damage arising out of, or in connection with, its provision of any goods and/or services to the patient.

It is the patient's responsibility to ensure that he or she provide ElysiPhi Aesthetics Ltd with all relevant medical details prior to each treatment. ElysiPhi Aesthetics Ltd will not be liable for any damage that occurs as a result of the patient's failure to disclose such details.

The patient agrees to comply with all instructions and/or recommendations given to them by, or on behalf of, ElysiPhi Aesthetic Ltd regarding the care of a treated area. Nothing in these terms of business shall exclude or limit ElysiPhi Aesthetics Ltd liability for death or any personal injury resulting from ElysiPhi Aesthetics Ltd negligence.

## **Your Right to Complain**

ElysiPhi Aesthetics Ltd endeavours to treat all its patients appropriately, compassionately and fairly. If, however, you have an issue with any matter in relation to your treatment at ElysiPhi Aesthetics Ltd, you are entitled to lodge a complaint, either verbally, by telephone or in writing. If you require assistance with making your complaint, ElysiPhi Aesthetics Ltd will be pleased to help.

On receipt of a complaint ElysiPhi Aesthetics Ltd will contact you as per the Complaints Policy 2020.