

DermEthics Consultations & Treatments

TERMS AND CONDITIONS

Set out below are the terms on which DermEthics provides service to its clients. Please ensure that you have read and fully understood them prior to booking any treatment. If you have any queries, please feel free to contact us by telephone on 07503 733964 or via email on info@derm-ethics.co.uk

All new patients will be taken through a consultation, including a detailed medical history. This enables the clinic to assess your suitability for treatment. All patient data is strictly confidential.

Please arrive for your appointment at least 15 minutes in advance so that the necessary paperwork can be completed. Late arrival may result in reduced treatment time or forfeiting of the appointment.

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

Appointments are not confirmed in the clinic diary until the necessary fee payment has been made.

Please note that you are paying for the treatment only and no guarantee is made of any outcome. Refunds cannot be given under any circumstances, as the product has been used and the service has been delivered

Terms & Conditions

Appointment Cancellation Policy

- We require 48 hours' notice of an appointment cancellation (for both treatment and consultation appointment slots).
- Due to our high demand of advanced booking requirements, we employ a strict cancellation policy.
- Cancellations made 48 hours or less before the date of the booking will have 100% of the consultation fee or treatment deposit deducted.
- "No shows" (absence without cancellation) on the day of the booking will have 100% of the consultation fee or treatment deposit deducted.

Consultation Appointment Slots

Online consultations at DermEthics are free. Online consultation appointment slots are usually 20 minutes in which the client and the clinician discuss any questions.

Reimagine Consultations are done in person, we take the £30 fee at the point of booking the consultation. This can be paid via debit/credit card over the phone or bank transfer. Unfortunately, we do not accept cheques. If you are unable to pay this when you first book, the appointment slot will be held for you for 24 hours, after which time it can be taken by other clients.

If you need to cancel or rearrange your appointment slot, the £30 can be refunded upon request as long as you give us 48 hours' notice.

Following an **online** consultation where a subsequent booking is made for a treatment, a £30 fee will be taken and a treatment appointment slot, confirmed.

Treatment Appointment Slots

For certain treatment appointment types, we will ask you for a £30 fee to be paid at the point of booking. This can be paid via debit/credit card over the phone or by bank transfer. Unfortunately, we do not accept cheques. If you are unable to pay this when you first book, the appointment slot will be held for you for 24 hours, after which time it can be taken by other clients.

Your £30 consultation fee is redeemable against any suitable treatment agreed during consultation.

If you need to cancel your appointment/consultation slot, the deposit can be refunded upon request as long as you give us 48 hours' notice. If you wish to rearrange, then the £30 fee will be held.

Refusal of Treatments

We reserve the right to refuse treatment where our clinicians deem it inappropriate for any reason and the clinician's decision is final in this regard.

Please note that we do not provide treatments for anyone aged under 18 years.

Complaints

DermEthics takes pride in the quality of its service and as such will try to resolve any complaints as quickly as possible.

Complaints about any aspect of DermEthics should be made via emailing: info@dermethics.co.uk or in writing to DermEthics, 110 Littleheath Road, South Croydon, CR2 7SE. Complaints received in writing will be acknowledged by return email or letter within one week of receipt.

Children

Our clinic has not been designed with children in mind, so we would prefer that you do not bring children to your appointment. However, if it cannot be avoided, please bring another responsible adult along with you to look after any children aged 12 or under.

Children are not allowed in clinic rooms at all and cannot be left alone in any other areas of the clinic. Thank you for your understanding.

Consenting to Treatment

Following your consultation and prior to treatment being undertaken, you will be asked to read and sign a consent form.

This form is not just a formality – it's a record of you deciding to proceed with a procedure having considered the potential positive and negative outcomes and medical risks listed on the form and the impact they may have on your wellbeing.

Introductory 10% offer

This offer is only for first time clients who have signed up for our monthly newsletter and can only be redeemed against their first treatment or consultation.