



Booking Policy

1. Business Name and Contact Information

By Chloe Clinic Limited

bychloeclinik@outlook.com

www.bychloeclinik.com

@bychloeclinik on Instagram

By Chloe Clinic offers aesthetic treatments including dermal fillers and anti-wrinkle injections. Please see information on our website for a description of the service selected and contact us if you require any further details.

2. Booking Process

- **How to Book:** Please use our online booking system to schedule an appointment.
- **Booking Fee:** A non-refundable booking fee of £25 is required to book an appointment. The fee is for the appointment you have booked. If you wish to reschedule more than 24 hours prior to the appointment, you will not be required to pay another fee. However, if you wish to reschedule less than 24 hours before your appointment, your original booking fee will be lost and a new one will be required.
- **Confirmation:** Once you have booked an appointment with us, you will receive email confirmation of your booking. You can also amend your booking using the link provided via email.

3. Cancellation and Rescheduling

- **Cancellation Policy:** If you need to cancel your appointment, please note booking fees are non-refundable. If you are a no show for your appointment and do not contact us to cancel, a £20 cancellation fee will be charged to card on file. Please contact us via email or Instagram to let us know prior to the appointment if you are no longer able to make it to avoid any additional charges.
- **Lateness:** If you are running late to your appointment, we have a ten minute grace period. If you are more than 10 minutes late, we may be unable to carry out treatment and your booking fee will not be refunded.
- **Rescheduling:** The booking fee is for the appointment you have booked. If you wish to reschedule more than 24 hours prior to the appointment, you will not be required to pay another. However, if you wish to reschedule less than 24 hours before your appointment, your original booking fee will be lost and a new one will be required.

4. Payment Terms

- **Accepted Payment Methods:** A booking fee is taken by card upon scheduling an appointment. Please pay the remaining balance by cash at your appointment.
- **Payment Schedule:** An initial non-refundable booking fee will be taken upon booking, and this amount will be taken off the total cost of your treatment. The remainder of your treatment cost is due on the day of the appointment. The full cost of the treatment is displayed on our website.
- **Late Payments:** There will be no late payments accepted. Your appointment is not confirmed until the booking fee for that time slot is paid. The remainder of the balance is due at your appointment on the day, no discounts will be given under any circumstances unless you are booked in for a model slot where the altered price will be shown upon booking, or you have a discount code where the final price will again be displayed upon booking.
- **Refunds:** Refunds will not be issued for treatments under any circumstances. If you face any significant complications that are deemed to be a direct result of treatment by the business, it is at the practitioner's discretion whether an emergency dissolve is necessary. In the case an emergency dissolve is carried out, this will be free of charge.

5. Client Responsibilities

- **Arrival Time:** Please arrive ten minutes early to your appointment to allow for the application of topical numbing agents if required for the service.
- **Health and Medical Disclosure:** You must disclose any medical conditions or medications via the form provided to you at your appointment. You will also be asked to fill in a consent form on the day of your appointment and provide

permission for before and after photos/videos for insurance purposes. There is the option to opt out of public use. Your practitioner will complete a consultation form and keep a treatment record for client safety purposes. You will also need to provide consent for storing and processing personal data according to GDPR.

- **Identification:** We operate a Challenge 25 policy; therefore, you must come to your appointment with an acceptable form of photo identification (passport, driving license or UK PASS Accredited card) as we will not treat anyone under the age of 18. International driving licenses will not be accepted, and the only form of ID valid for international clients is a passport. Please ensure that you bring identification to every appointment, regardless of whether you have booked with us before. We can keep a scan of your ID on file at your request if you wish not to bring ID to future appointments. If you are challenged and cannot provide sufficient identification, and we hold no valid record of ID on file, no treatment will be carried out and your booking fee will not be refunded.
- **Follow-up Care:** An aftercare card will be given to you following any treatment. If you notice any loss of colour, mottling, peeling skin, significant pain or change in skin colour in any area of the face after treatment, please call our emergency number that will be provided to you on the aftercare document. You will be required to provide signed acknowledgement of the aftercare instructions provided to you.

6. Contraindications

- **Eligibility Criteria:** Do not proceed with booking if you have any conditions that mean you are ineligible to receive treatments, including:
 - Pregnancy
 - Breastfeeding
 - Known allergies to treatment ingredients
 - Skin infections or active acne in the treatment area
 - Certain chronic medical conditions (e.g., autoimmune disorders, uncontrolled diabetes)
 - Recent surgeries or other aesthetic treatments
 - Currently on a course of antibiotics, have completed a course of antibiotics within the last 2 weeks, or intend to start a course of antibiotics within 48 hours following treatment
 - Under 18 years old

You will be required to disclose your medical history at your appointment to determine suitability for treatment. We reserve the right to refuse treatment if it is deemed unsafe.

7. Liability and Risk

- **Risk Acknowledgement:** By agreeing to these terms and conditions, you are stating that you understand the risks associated with treatments and will contact us immediately in the case of any adverse effects such as any loss of colour, mottling, peeling skin, significant pain or change in skin colour in any area of the face after treatment.
- **Liability Waiver:** You will be asked to sign a liability waiver on the day of treatment. By agreeing to these terms and conditions, you state that you understand this requirement. If you decide not to go ahead with treatment on the day, your booking fee is non-refundable but you will incur no additional costs.

8. Privacy and Confidentiality

- **Data Protection:** By Chloe Clinic Limited adheres to strict GDPR regulations, and your data will be stored securely. We have strict patient confidentiality and medical details will only be shared in the rare case that you experience any adverse effects and require treatment elsewhere and consent to these details being disclosed.

9. Consent and Agreement

- **Informed Consent:** You will have a consultation prior to any treatment and the opportunity to ask questions about your treatment. Clients will be required to sign a consent form and liability waiver acknowledging that you understand the treatment and its risks.
- **Agreement to Terms:** It is a requirement that you must agree to the terms and conditions before booking.

10. Contact for Concerns

- **Complaints and Queries:** In the case that you need to raise any concerns, please contact us via email on bychloeclinic@outlook.com. In the case of urgent queries relating to your treatment, use the emergency telephone number provided on your aftercare document.

By confirming on our booking system that you have read, understood and agree to these terms and conditions, you will be able to proceed with booking.