

CANCELLATION POLICY

1. GENERAL

Aesthetica Skin Clinic & Spa is committed to providing exceptional service in a timely manner. Unfortunately, when a customer cancels without giving enough notice, it prevents another customer from being served and has an impact on service quality. For these reasons, Aesthetica Skin Clinic & Spa has implemented a cancellation policy that will be strictly observed.

2. DEPOSIT

A 50% deposit is required to secure your appointment. Payments can be made in person or over the telephone. A confirmation email or SMS text will be sent to you at the time of payment and booking. This serves as confirmation of your appointment.

3. CANCELLATION REQUESTS

If you are unable to attend your appointment, please contact us 48 hours prior to your appointment. Cancellation requests may be submitted by phone, email or in person.

Deposits are non-refundable if an appointment is cancelled for any reason other than extreme mitigating circumstances. You must provide evidence of an unpredictable and unexpected event that has caused you to no longer be able to attend your appointment. We will consider all requests on a case-by-case basis. If you believe that your circumstances make you eligible for a refund on the basis of extreme mitigating circumstances, please email info@aestheticaskinclinic.co.uk and include any supporting evidence.

If you have purchased an ongoing course of treatments and wish to cancel your course, we will not be able to offer a refund for any outstanding treatments. If you have paid in full for a one-off treatment and you wish to cancel, this is non-refundable.

Please arrive for your appointment 10 minutes in advance, so that the necessary paperwork can be completed. Late arrival may result in reduced treatment time or forfeiting of the appointment which will incur a charge.

4. CANCELLATION FEES

If you need to cancel your appointment within 48 hours of your booking, there will be a cancellation fee of £10. If you cancel your appointment prior to 48 hours, there will be no cancellation fee. Failure to attend an appointment without giving any notice will incur a cancellation fee of £10 and may require you to pay the full amount for any future treatments in advance. Cancellation fees are made payable over the phone or in person, or deducted from any treatment plan that you may hold at the time.

5. REFUNDS

Refunds are decided at Aesthetica Skin Clinic & Spa's discretion. If a refund is approved, payment may take up to 10 working days to go into your bank account. Cash refunds are not permitted. No refunds will be submitted on a Saturday or Sunday.

If you have any queries regarding our Cancellation Policy, please contact us by phone or email.

Tel. 01934 310112

Email. info@aestheticaskinclinic.co.uk