

TERMS AND CONDITIONS

- An appointment should be made for everyone attending the clinic. You are welcome to bring someone with you for support, but if they wish to have a consultation then they should also book an appointment.
- Children should not be brought to the clinic with you when attending your appointment and cannot be left unaccompanied in the waiting room.
- Please do not bring food or drinks to the clinic.
- Treatments should be carried out when you are fit and well. If you are unwell or receiving treatment, such as antibiotics for an infection, then please reschedule your appointment.
- If you are receiving dental treatment, have had dental treatment in the last two weeks or are having dental treatment in the next two weeks, including dental hygienist appointments, then please reschedule your appointment if it is for dermal fillers, polynucleotides, collagen stimulators or hydrating skin boosters.
- A booking fee is required for each booked appointment. This is redeemable against treatment cost or skincare but is **non-refundable**.
- In truly exceptional circumstances, at the discretion of the Director, Emma Southwick a refund may be made minus an administration fee of £2.50.
- Appointments cannot be made via email or messaging. Please either book online: gsnaesthetics.co.uk/book-now or call Customer Service: 07766075949
- Booking fees cannot be redeemed and will be forfeit if you miss your appointment or give less than 24 hours' notice of your need to cancel OR reschedule.
- Patients under the age of 18 years old cannot be treated at the clinic.
- GSN Aesthetics reserves the right to ask for proof of identification in the form of photo ID, to verify age, identity and/or address.
- GSN Aesthetics reserves the right to refuse to treat any individual if it is felt necessary by the practitioner. A reason for this will be given if possible.
- A minimum cancellation fee of £25 will be charged for each appointment that is missed, cancelled or rescheduled within 24 hours of the appointment time.
- If you miss, cancel or reschedule an appointment that is part of a package or course of treatment within 24 hours of that appointment, then you will forfeit that treatment.
- A new patient consultation is required prior to any individual receiving their first treatment. Your treatment can then be scheduled a minimum of 48 hours later.
- Treatment packages or courses need to be paid in full prior to the commencement of the course of treatment/at the first appointment.
- Photographs will be taken of each patient at your first and every subsequent appointment. This is a medico-legal requirement, and treatments cannot be undertaken without photographs. Your photographs, videos or voice recordings will not be used for marketing purposes without your signed consent.
- Discounts and offers are at the practitioner's discretion. One discount per treatment only. If more than one discount is applicable, then the highest one will be applied.

- Medical Aesthetics is not an exact science and GSN Aesthetics cannot predict how well an individual will respond to treatments. Results are not guaranteed, nor can we guarantee you will not experience a side effect(s). Treatment results are aimed at an improvement, not perfection or eradication, and no guarantee can be given that the anticipated results will be achieved.
- GSN Aesthetics operates a **no-refund policy**. It is not the policy of GSN Aesthetics to make a refund based on the predicted outcome not being achieved or if a side effect is experienced. You will only be put forward for treatment if it is assessed there is a good chance that your predicted outcome can be achieved. You may be offered further treatment at a reduced price but only if it is CLINICALLY safe to do so and if improvement is realistic. We always aim to work with you to try and fulfil the predicted outcome but cannot guarantee this will always be achieved.
- Consent and Confidentiality
- You are required to give written consent to a treatment. You may withdraw that consent at any point or terminate your treatment verbally. We will not discuss your treatment with any third party without your permission.
- We sometimes use before and after photographs / videos for internal and external marketing. These will be used in the following ways; to show other patients considering the procedure, displayed within the clinic, patient brochures, local / national advertisements, promoting on our website / social media and mailouts such as newsletters. To enable us to do this, we will obtain your consent.
- We take our duty to protect your personal information and confidentiality very seriously and we are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised or on paper.
- We will not disclose your information to any other third parties unless: –
 - We have your permission
 - We have to share by law
 - We have good reason to believe that failing to share the information will put you or someone else at risk of serious harm or abuse.
 - We hold information that is essential to prevent, detect, investigate or punish a serious crime.
- Due to insurance purposes, we are required to keep medical records for procedures carried out for a period of 10 years.
- Complications: Although rare, some procedures have well documented complications which will be brought to your attention. You specifically may have higher risk factors. We will, of course, treat these to the best of our abilities and knowledge as most complications are managed conservatively. Most of the time we will treat you without further cost and we will not charge for clinic reviews. In the very unlikely event of a complication being more serious and you needing further treatment outside of our expertise, arrangements will be made for you to be treated in the NHS or if you wish, privately **at your own cost**. Please note it is possible that any private medical insurance may not cover complications arising from cosmetic work.
- Loyalty Scheme: GSN Aesthetics has a loyalty scheme where you earn a point/stamp for each treatment you purchase or skincare purchases over £100. At



your 5th purchase you will qualify for a £25 discount and/or discretionary gift. This discount cannot be used in conjunction with any other. Where more than one discount applies, the highest value discount may be used. Treatments that are part of our VIP Members Club or the purchase of packages are excluded from this scheme. If you purchase a course (for example, a course of 3 chemical peels), you will earn 1 point/stamp only.

- VIP Members Club and Packages: Please see separate Terms and Conditions on our website: gsnaesthetics.co.uk
- GSN Aesthetics operates a zero-tolerance policy and reserve the right to protect staff by refusing treatment to anyone using threatening or abusive language or behaviour. Anyone exhibiting this behaviour will be asked to leave the premises immediately.
- If abusive language is used over the telephone, the customer service team will end the call and report this behaviour.
- Abusive or aggressive individuals will be denied access to the clinic.
- If for any reason you are not happy with your treatment(s) or your clinic experience, then please make an appointment with our clinical lead/Director, Emma Southwick to discuss your concerns.

Emma Southwick

Director

GSN Aesthetics