

ALLURE MEDICAL AESTHETICS

Booking, Cancellation & Treatment Terms and Conditions

These terms form part of your patient agreement with Allure Medical Aesthetics. Please read them carefully before booking any appointment or treatment. By proceeding with a booking, you confirm that you have read, understood and agree to be bound by these terms.

1. About Allure Medical Aesthetics

Allure Medical Aesthetics is a private medical aesthetics clinic based in Berkeley, Gloucestershire, led by a Registered Nurse Prescriber. Our services are delivered in accordance with the standards of the Nursing and Midwifery Council (NMC), the British Association of Cosmetic Nurses (BACN), and the Save Face accreditation framework (Government-Approved Register, Professional Standards Authority).

We offer a range of private medical aesthetic and wellness treatments including, but not limited to:

- Anti-wrinkle injections (botulinum toxin) and dermal fillers
- Skin rejuvenation treatments, skin care treatments and blemish/lesion removal
- Skin boosters and regenerative therapies
- Wellness consultations, including menopause support and ADHD/AuDHD guidance
- Gender-affirming aesthetic services

Important: Allure Medical Aesthetics is not a diagnostic service, urgent care centre, emergency facility, or NHS provider. We do not provide GP services. Treatments are elective, private, and non-emergency in nature. If you are experiencing a medical emergency, please call 999 or attend your nearest A&E.

Allure Medical Aesthetics holds appropriate professional indemnity insurance, public liability insurance, and maintains clinical governance protocols, including management of adverse events and access to reversal agents where clinically appropriate. We operate in compliance with NMC Code of Conduct standards and applicable UK regulations governing prescribing and administration of prescription-only medicines.

2. Patient Eligibility & Suitability

All patients must be aged 18 years or over to receive treatment at Allure Medical Aesthetics. Proof of age may be requested at any time.

We reserve the right to decline, postpone, or withdraw treatment at any stage if, in the clinical judgement of our nurse prescriber, treatment is deemed:

- Clinically unsafe or unsuitable for you at the time of assessment
- Contraindicated based on your medical history, medications, or health status
- Requested based on inaccurate, incomplete or misleading information provided by you
- Inappropriate due to concerns regarding patient wellbeing, mental health, or body dysmorphic concerns
- Requested under duress, influence of alcohol, or impaired capacity to consent

You accept that clinical assessment and the right to decline treatment are essential components of safe, ethical practice. Where treatment is declined, any consultation fee paid will be retained as detailed in Section 5.

3. Consultation Requirements

3.1 Consultation Policy Overview

A consultation with our nurse prescriber forms an essential part of our commitment to safe and personalised treatment. It allows for a full medical and aesthetic assessment, discussion of your goals and expectations, review of contraindications, and provision of written information to support your informed consent.

Consultations are classified as follows:

Mandatory	Botulinum toxin (anti-wrinkle injections / Botox) — a face-to-face consultation is required by law a minimum of 48 hours before treatment. This is a legal requirement under UK prescribing and medicines regulations governing Prescription Only Medicines (POMs) and cannot be waived.
Strongly Recommended	Dermal fillers, skin treatments, blemish removal, skin rejuvenation, and skin boosters. A consultation is not legally mandated for all non-POM treatments; however, we strongly recommend this for your safety and to ensure optimal outcomes.
Advised for New Patients	All new patients are encouraged to attend a consultation prior to any treatment, regardless of treatment type, to ensure your medical history is fully reviewed and a tailored treatment plan is in place.

3.2 The 48-Hour Prescribing Rule

For all botulinum toxin treatments (including anti-wrinkle injections), a face-to-face consultation must occur at least 48 hours before treatment can be administered.

This requirement reflects UK prescribing regulations and the NMC Code, and is not a clinical preference — it is a legal obligation. No exceptions can be made to this rule.

Please ensure you plan your appointment timeline accordingly. If you are booking a botulinum toxin treatment for the first time or returning after a period of 6 months or more, please book a consultation appointment first.

3.3 Consultation Fees & Redemption

The consultation fee is £35.00, payable at the time of booking, and is non-refundable in the event of non-attendance or late cancellation (see Section 6).

The consultation fee is fully redeemable against the cost of treatment, subject to the following:

- Treatment must be booked or confirmed at the time of consultation, or within 6 months of the consultation date.
- If no treatment is booked within 6 months of the consultation, the fee will not be redeemable and a new consultation will be required prior to any treatment proceeding.
- The 6-month window reflects the fact that medical history, skin condition, and clinical suitability may change, and a repeat assessment is necessary to ensure continued safety.

Wellness consultations (including menopause support and ADHD/AuDHD guidance) are charged separately at the applicable rate as listed on our treatment menu. These consultations are advisory in nature and do not constitute a diagnosis.

3.4 Patient Responsibility Regarding Consultation and Treatment Timing

It is your responsibility to plan and book all appointments — including consultations, treatments, reviews, and follow-ups — within appropriate timeframes. We recommend you:

- Book your consultation well in advance of any desired treatment date, particularly for botulinum toxin treatments which require the mandatory 48-hour gap between consultation and treatment.
- Consider your personal schedule, planned events (e.g. holidays, weddings), and any recovery or healing time when selecting appointment dates. Many treatments require a period of settling before results are fully visible or before exposure to heat, UV, or air travel is appropriate.
- Allow adequate time to be available for follow-up and review appointments. Botulinum toxin reviews are complete between 2–4 weeks post-treatment; dermal filler reviews are advised within a similar window and may be clinically important in the event of any concerns requiring prompt assessment.
- Ensure you are able to remain reasonably available and contactable in the days following injectable treatments, particularly dermal fillers, in case an urgent or emergency review is required.
- Discuss your treatment timeline with us at consultation so that review and follow-up appointments can be scheduled appropriately.

Allure Medical Aesthetics will advise on recommended review timeframes at the time of treatment. However, it is your responsibility to book and attend these appointments. Where a review window is missed due to patient availability, scheduling, or failure to book, this does not constitute grounds for a refund or complaint regarding outcomes. We remain happy to see you outside of standard review windows where clinically appropriate, subject to appointment availability. There are instances where this may incur additional charges.

We cannot be held responsible for treatment not being deliverable within your preferred timeframe if insufficient notice has been given or if mandatory consultation requirements have not been met.

4. Booking Fees & Payment

4.1 Booking Deposit

A non-refundable booking fee of £35.00 is required to confirm appointments for injectable treatments and other specified treatments as indicated at the time of booking. This fee secures your appointment slot and is deducted from the total cost of treatment on the day.

Booking fees are non-refundable under any circumstances.

The booking fee will be forfeited in full in the event of cancellation (within or outside notice periods), rescheduling at short notice, non-attendance, or if treatment cannot proceed due to factors within your control.

4.2 Payment of Booking Fee

Booking fees must be paid at the point of booking. Payment can be made:

- Online via our secure booking system at the time of booking
- In clinic during a prior appointment

Important: If a booking fee is not received within 24 hours of the appointment being made, the appointment reservation will be automatically cancelled. You will be notified and will need to rebook. We cannot guarantee appointment availability following cancellation.

4.3 Payment of Treatment Fees

The balance of treatment fees (i.e. total treatment cost less any booking fee or redeemable consultation fee already paid) is due in full on the day of treatment, prior to or at the time of treatment.

We accept cash and major debit and credit cards. Card details are retained securely on your patient record to support our cancellation and no-show policy (see Section 6), in accordance with our Privacy Policy and applicable data protection legislation.

4.4 Klarna & Buy Now Pay Later

Klarna payment options may be available for eligible treatments. Please contact the clinic directly to discuss this prior to your appointment. Please note:

- Klarna payments incur an additional administration charge to account for variable provider fees. The applicable charge will be confirmed at the time of discussion.
- Klarna is subject to eligibility and credit assessment by the provider. Allure Medical Aesthetics is not responsible for Klarna approval decisions.
- Treatment will only proceed once payment is confirmed.

4.5 No Refunds for Completed Treatment

Fees charged for completed treatments are non-refundable.

Treatment fees are charged for the delivery of clinical services, practitioner time, consumables, and products. Results from aesthetic treatments are variable and depend on individual patient factors including anatomy, lifestyle, age, metabolism, and skin condition. We cannot guarantee specific outcomes.

If you have concerns about your treatment outcome, please contact us to discuss. We are committed to patient satisfaction and will work with you to address any clinical concerns within the scope of our treatments.

5. Cancellation, Rescheduling & No-Show Policy

5.1 Notice Requirements

We require a minimum of 48 hours' notice to cancel or reschedule any appointment. Notice is measured from the scheduled appointment start time.

Cancellations and reschedule requests should be made via:

- Direct contact with the clinic by telephone or email
- Via the online booking system where rescheduling is available

Voicemails, text messages, and emails received outside clinic hours will be timestamped accordingly. It is your responsibility to ensure cancellation has been acknowledged by the clinic.

5.2 Cancellation Charges

Scenario	Charge	Notes
48+ hours notice given	Booking fee retained	No further charge beyond the booking fee
Cancellation within 48 hours of appointment	50% of treatment value	Charged to card on file

Scenario	Charge	Notes
No-show or on-the-day cancellation	100% of treatment value	Includes arriving more than 5 minutes late. Charged to card on file.
Arriving more than 5 minutes late	100% of treatment value	Appointment may not be able to proceed safely; treated as a no-show

5.3 Late Arrivals

Appointment slots are allocated specific time to ensure safe, thorough, and unhurried treatment. Arriving more than 5 minutes after your scheduled start time may mean that your appointment cannot safely proceed within the remaining time available. In such cases, the appointment may be cancelled and the 100% no-show charge will apply.

We strongly advise arriving a few minutes early for your appointment. If you anticipate being late, please contact the clinic as soon as possible. Discretion may be applied in exceptional circumstances but this cannot be guaranteed.

5.4 Payment of Cancellation Charges

By proceeding with a booking, you authorise Allure Medical Aesthetics to charge cancellation fees to the payment card held securely on your patient record. You will be notified of any charge applied. Card details are stored in accordance with our Privacy Policy and will not be used for any other purpose.

In the event that a cancellation charge cannot be recovered from the card on file, Allure Medical Aesthetics reserves the right to pursue recovery by alternative means, and to suspend future bookings until outstanding charges are resolved.

5.5 Clinic Cancellations

In the rare event that Allure Medical Aesthetics needs to cancel or reschedule your appointment, we will provide as much advance notice as possible. In such circumstances, your booking fee will be fully transferred to your rescheduled appointment or refunded in full. We will not apply any cancellation charges to the patient in this circumstance.

6. Patient Responsibilities

You agree to:

- Provide accurate and complete information regarding your medical history, current medications (including supplements and over-the-counter medications), allergies, and any changes to your health status prior to each appointment.
- Inform us immediately of any changes in health, pregnancy, or medications between booking and treatment.
- Attend your consultation prior to treatment where required or recommended (see Section 3).
- Allow adequate time between your consultation and treatment appointment, particularly the mandatory 48-hour gap for botulinum toxin treatments.
- Follow all pre-treatment and post-treatment care instructions provided, as these directly affect treatment safety and outcomes.
- Attend follow-up appointments as recommended by your practitioner.
- Raise any concerns or questions prior to, or during, your appointment.
- Not attend an appointment if you are unwell, have an active skin infection in the treatment area, have recently undergone dental work (relevant to facial treatments), or have taken blood-thinning medication or alcohol in the preceding period as advised.

7. Informed Consent

Treatment will only proceed with your full, informed, and voluntary consent. You will be provided with verbal and written information regarding the proposed treatment, including its purpose, expected outcomes, potential risks and side effects, alternatives, and aftercare requirements.

A formal consent process is completed for each treatment and must be signed prior to treatment commencing. Consent forms are stored securely on your patient record.

You have the right to withdraw consent at any time prior to or during treatment. If you withdraw consent after arriving for your appointment, the applicable cancellation charge may still apply.

For botulinum toxin treatments, the consultation-to-treatment gap of at least 48 hours is a mandatory part of the informed consent process under UK prescribing regulations. This allows adequate reflection time and protects both patient and practitioner.

8. Clinical Scope & Limitations

Allure Medical Aesthetics provides private elective aesthetic and wellness treatments. Our services do not include:

- Diagnosis or treatment of underlying medical conditions
- Emergency or urgent medical care
- NHS-funded services or referrals
- Specialist medical advice outside the scope of aesthetic medicine and wellness consultations offered

Wellness consultations (including menopause and ADHD/AuDHD support) are advisory and educational in nature. They do not constitute a formal psychiatric or medical diagnosis. Signposting and recommendations will be provided where appropriate; however, further referral to NHS or specialist services may be necessary for formal assessment and diagnosis.

If you present with symptoms or concerns that fall outside our scope of practice, we will advise you accordingly and recommend appropriate services.

9. Treatment Outcomes, Results & Aftercare

Results from aesthetic treatments are individual and cannot be guaranteed. Outcomes are influenced by factors including your age, skin type, anatomy, lifestyle, general health, and how you respond to treatment. Longevity of results varies between individuals and treatments.

Comprehensive aftercare guidance will be provided verbally and, where applicable, in writing following your treatment. It is your responsibility to follow aftercare instructions carefully. Failure to do so may adversely affect your results or increase the risk of complications.

Follow-up appointments and review appointments may be recommended. These are clinically important and we encourage you to attend. Charges for follow-up treatments will be confirmed in advance.

10. Complications, Adverse Events & Concerns

All treatments carry a risk of side effects, complications, and adverse outcomes. Common and rare risks specific to your treatment will be discussed during your consultation and detailed within your consent documentation.

If you experience any unexpected symptoms, adverse reactions, or concerns following treatment, please contact the clinic promptly. Do not delay in seeking clinical advice. In the event of a suspected serious adverse event (e.g. vascular occlusion following filler), please contact the clinic immediately and, if necessary, attend your nearest emergency department.

Allure Medical Aesthetics maintains clinical governance protocols for the management of adverse events, including access to reversal agents (e.g. hyaluronidase) and established emergency procedures, in line with BACN, Save Face, and NMC guidance.

11. Complaints & Feedback

We welcome all feedback and are committed to high standards of care. If you are unhappy with any aspect of your experience or treatment, please contact us directly in the first instance. We aim to acknowledge all complaints within 2 working days and resolve them promptly and fairly.

If you are not satisfied with our response, you may escalate your concern to:

- The Nursing and Midwifery Council (NMC) if your concern relates to professional conduct: www.nmc.org.uk
- Save Face (if the clinic is Save Face accredited) for independent investigation of your complaint: www.saveface.co.uk
- The Advertising Standards Authority (ASA) for concerns regarding advertising: www.asa.org.uk

A copy of our full Complaints Policy is available on request.

12. Privacy, Data & Records

Your personal data and clinical records are processed in accordance with UK GDPR, the Data Protection Act 2018, and the NMC Standards for Record Keeping. Patient records are maintained accurately, securely, and confidentially.

Card payment details are stored securely on your patient record solely to facilitate the cancellation policy and payment processing described in these terms. They will not be used for any other purpose without your explicit authorisation.

A copy of our Privacy Policy is available on request and on our website.

13. Clinic Environment & Code of Conduct

We are committed to providing a safe, inclusive, and respectful environment for all patients. We welcome adults of all genders, backgrounds, and identities.

We reserve the right to refuse or discontinue treatment if any patient engages in behaviour that is threatening, abusive, discriminatory, or otherwise inappropriate towards our practitioner or other patients. In such circumstances, full cancellation charges may be applied.

Please be advised:

- Children are not permitted in the treatment room during procedures.
- We ask that you attend appointments alone unless a chaperone has been discussed and agreed in advance.
- Please arrive on time and ensure mobile phones are on silent during treatment.

14. Amendments to These Terms

Allure Medical Aesthetics reserves the right to amend these Terms and Conditions from time to time. The current version will always be available on our website and on request. Continued use of our services following any change constitutes acceptance of the updated terms.

Version: 1.0 | Effective Date: May 2026 | Next Review: May 2027

Patient Acknowledgement

By booking an appointment with Allure Medical Aesthetics, you confirm that:

- You have read and understood these Booking Terms and Conditions in full.
- You agree to be bound by the terms set out herein.
- You have provided accurate information and understand your responsibilities as a patient.
- You understand and accept the consultation requirements applicable to your treatment.
- You authorise the retention of your card details for the purposes of the cancellation policy as described above.

Allure Medical Aesthetics | Berkeley, Gloucestershire | www.alluremedicalaesthetics.co.uk

Led by a Registered Nurse Prescriber | NMC Registered | Fully Insured