



# **FREQUENTLY ASKED QUESTIONS**

about

## **TERMS & CONDITIONS**

### **Booking Fees.**

As you're very likely aware, we are incredibly busy as a clinic group. We know a lot of clinics "say" this, but hand on heart, we are genuinely at capacity (and you'll know this if you've tried to book in!). It's actually a little cray. We've been fully booked for every clinic we have run, for the best part of a decade now (long may it continue), regardless of location!

Which frustratingly, means that there is often a short wait to get in. We have 300K patients and only 11 doctors because we're really fussy whom we have working for us. If you're not serious about the appointment for a consultation, allow another patient to have the slot they crave and indeed the Booking Fee helps with this process. If patients aren't sure whether they will actually attend or what they want, they tend not to pay the Booking Fee and book in. This makes it easier for those whom are serious about it, to find a slot appropriate to their time scale. Which makes for a smoother service for everyone.

# Let's Talk Booking Fees.

First of all, why do we take them?

You'll also be aware, that we work from high end buildings and locations. It's part of the reason patients like visiting us! Harley Street in London, Jumeirah Beach in Dubai, and Beverly Hills in Los Angeles are just 3 of our clinic locations. These places are of course, expensive to use and often cost us £5k a day. Alas, we still need to pay for the rent or mortgage, as well as the salaries of our staff and doctors, whether you attend or not. The Booking Fee merely covers this and the cost of being open and we make no profit from this at all. It allows us to practice from the beautiful locations we do and add to the experience of the clinic itself. The alternative would be not to charge for a consultation fee and Booking Fee, but INSTEAD add a third on to the price of each treatment. It may also mean practicing from less desirable areas. Focus groups we have run and used to audit, in order to further the clinic's experience, would indicate that this is a last resort.

As a practice, we decided this wasn't entirely fair and that each patient should take responsibility for their turning up on time and risk Booking Fee loss, rather than the entire patient base bearing the brunt of this. We appreciate that it might not be your fault that you cannot attend; you've lost your job, you don't feel well, you've found out you're pregnant, your car has broken down, or you've just plain changed your mind. **No one pays a Booking Fee and expects that they aren't going to attend, which we understand. BUT, that is the whole concept of the "Booking Fee taking" process, in case of such eventualities. If they are refundable, there is little point in them being taken in the first place.**

However, regardless of this, these non attendances incur business costs that potentially spiral into tens of thousands of pounds, when you have a large international patient base of over 300,000 with high international travel costs and of course the thousands of medical professional hours. We have also usually had to use several of our lovely admin staff to book you in too, answer several questions and send you information packs, (such as this one!, before you even arrive at the clinic) and behind the scenes. The Booking Fee will cover this too.

# Is The Booking Fee Refundable If I Want To Change Or Cancel My Consultation?

**NO** - **BOOKING FEES ARE STRICTLY NON REFUNDABLE** - **BUT** if you give us **2 weeks notice** prior to your attendance **AND** the appointment slot is moved to within 2 weeks of the original slot, we will transfer to another date convenient to you if diary space allows. If we don't have the diary space, then the appointment will not be able to be moved.

If you then have treatment on the day of the consultation, the Booking Fee is redeemable against your treatment on the day itself. If you book several consultations and therefore pay several different Booking Fees to reserve your slots, these are only redeemable against their **respective** treatment.

For example, if you have paid a Booking Fee for a consultation for lip augmentation, another for Botox, and then liquid rhinoplasty, you'll have 3 consultations booked. What if you then only proceeded with the Botox?

The Botox Booking Fee only, will be redeemed against that treatment. You cannot redeem the lips/ nose consultation fees against the Botox in addition. This makes the patient think more carefully about what they really want, rather than book the entire afternoon out to hang with one of the doctors, or the team, they've seen on Instagram. Of course we're being tongue in cheek, but this is an actual occurrence! We love seeing you, but we have a duty to see as many of you as possible and we're well aware of how frustrating it is to have to wait to book in.

**Bear in mind, that for whatever reason, no one ever foresees the reason why they can no longer come and again in the interests of fairness, we have to have the same rule for everyone without exception.** We warn everyone at the time of booking and require your acceptance with digital signature that the Booking Fee is non-refundable and thus whilst disappointing of course, it is fair and ethical. You take on the responsibility of ensuring your attendance or unfortunately be advised that the Booking Fee will be lost, regardless of the reason behind it.

# What If I Am Late?

We understand that sometimes, public transport is horrid. Cars do crazy things. We break a heel off of our shoe, or the baby vomits on us just as we're handing them over to the babysitter. We do expect you to leave time for all eventualities though, and again take responsibility for being on time. If you are more than 10 minutes late, we reserve the right to cancel the appointment with a non-refundable Booking Fee.

Let us explain the reasons for this.

We are blessed enough to have patients fly from all over the world to come to see us, and often they have flights to catch after their appointment and connecting travel schedules that aren't flexible. Parents have to leave to pick up their children, or others have meetings booked later on in the day. Being late yourself, often makes them late – and we obviously cannot allow a knock-on effect of several latecomers (meaning that those patients that turned up on time are inconvenienced through no fault of their own). Furthermore, many of the buildings we work from have licensing hours, which means that if everyone is a little later (or one person is significantly late), the last few attending patients won't be able to be seen and/or we will be fined for out of hours working. **As such, if you are more than ten minutes late for an appointment, there will be a surcharge of £60, £80 or £120(depending on location) and we reserve the right to cancel your appointment altogether, unless we have a last minute cancellation in a different slot, in which case we're happy to fit you in later on.**

## IMPORTANT FOR INTERNATIONAL CLINICS:

Please consider delays inherent with travel in New York City, Los Angeles, Miami, Melbourne and Dubai. Do not rely on your GPS or Google Maps to approximate your arrival time. A 30 minute drive at one point in the day can become a 2 hour drive at a different time of day and you need to plan for this eventuality. The overhead for our international clinics is massive and appointments being filled and attended on time are crucial to us being able to continue serving you and keeping our prices fair.

**PLEASE DO ALL YOU CAN TO BE ON TIME.**

## Is The Consultation Free?

**NO.** The Booking Fee is actually **for your consultation**. We only ever use doctors and dentists to advise you, whom are at the top of their game and usually surgically trained too. You are paying for their expert, qualified and indemnified opinion (in line with The Consultant Clinic techniques and protocols developed over years of practice). The Booking Fee will vary according to the clinic you're booking into. Booking Fees are as follows:

 UK - London, Birmingham, Bristol;

 Ireland - Dublin & Belfast;

 Scotland - Glasgow: – £80 for each consultation booking

 UK - Greater Manchester, Liverpool & Leeds: - £60 for each consultation booking

 Dubai,  USA,  Melbourne: - £120 for each consultation booking

Remember, we are usually flying our UK based doctors to another country for you especially, and it will therefore cost more to fly several hours to California, New York, Miami, Melbourne or Dubai, than it will to jump in the car and drive to work down the road, for us all.

### December Bookings:

We charge high Booking Fees in December as we're only open for 2 weeks, and the demand for our services is literally off the scale. (Please bear this in mind and book early if you want to secure a slot). We're simply bursting at the seams, and it's especially important to allow our regulars to be able to book in, as well as those whom are certain they want treatment and/or a consultation. If you aren't sure during these busy periods, then we would advise you book in during off-peak season. **It goes without saying that the Booking Fees for consultations at any cost are always redeemable against respective treatments if performed on the same day.**

**The rule of thumb for Booking Fees, is that if you aren't sure, or aren't completely on board with all of this that you are reading, then it's best not to book in and think on it some more.** No one ever lost anything, by taking more time to make a decision. We're not going anywhere and would far rather you made the right decision, than a rushed one.

## **Is It A Given That I Will Be Able To Have Treatment Of My Choice On The Day Of My Appointment?**

It is never assumed that a treatment can be had on the day, as there are hundreds of reasons which may prevent your treatment, (whether it be down to eg overfilled lips or poorly placed filler, incompatible fillers, medication issues, blood supply, nerve supply, scar tissue to the area, certain allergies, anatomical quirks, immunosuppressants, on-going medical conditions, the herpetic virus, and many more). All of these prevent treatment on the day and we cannot cover all possibilities prior to this on an exhaustive list, as after all, it takes a qualified, trained aesthetics

doctor face-to-face to fully assess a treatment plan for you, what your options are, if eventually you would like to be left with a result you're expecting and wish for.



That being said, we often have to turn people away at consultation, either for an existing medical condition, undisclosed previous information or the presence of previously poorly placed filler from another practice. These can only be assessed on the day, and although less than ideal, it's a part of the process.

Although it sounds preferable to be able to list all potential obstacles on the pre-injection information pack exhaustively, unfortunately it can't, as a broad brush stroke as is not black and white, and not the correct clinical approach. It is at the entire point of a consultation that full suitability is assessed. It's also why at this stage, the medical history and consent form is taken. If we feel you are heavily grieving, knee-jerking into a treatment, or have body dysmorphic tendencies we have a duty of care not to treat you either.

However, in our considerable experience, most patients tell us if they are undergoing other treatments, pregnant or nursing, under the age of 18, have existing medical conditions, taking other medications or other

potential conflict and double check prior to booking/treatment if it could be an issue. It is your responsibility to let us know of anything you are currently seeing your GP for, aside from contraceptives.

**We *can* inject over the filler work of others, provided it is smooth, in the right place and the existing filler is compatible with our fillers. If not, as we cannot determine and guarantee our results, we would need to dissolve first. There is a charge for this. The need to dissolve can only be determined in the clinic through a physical examination by the doctor.**

**Dissolves MUST be scheduled in the morning or early afternoon before 2:00pm for safety reasons.**

(See Dissolve/Hyalase information packet.)

## **What If I Am Getting Married Or Am Planning To Attend A Major Event?**

Side effects with all procedures will include significant swelling, redness and tenderness in the treated area for up to 14 days.

Some people will experience significant bruising, but this and any other side effects will usually resolve within a 2 week period of time. You may need to take over the counter painkillers to control any pain-related side effects.

**For these reasons, The Consultant Clinic will not treat you with any procedure within 8 WEEKS of any major personal event in your life such as weddings.**

## What If I Suffer From Cold Sores?

We STRONGLY advise asking your GP for Acyclovir, to help prevent a break out prior to treatment. We give you them to take after treatment too, to help prevent a trigger if it is known to us that you carry the herpes virus. We cannot guarantee against break outs, as every time the skin barrier is breached for a patient carrying the herpes virus, it remains a possibility. However, we do find prescription antivirals are remarkably effective.

If you have a breakout or have an active sore on the day of your appointment you are welcome to attend for your consultation. However, we will not be able to proceed on the day with treatment. Your Booking Fee will be used for the consultation and can not be transferred for a future booking for treatment. **If you decide not to attend for your consultation only, your Booking Fee is forfeit in accord with our Booking Fee policy previously described.**

## A Word Of Caution For Traveling Clients:

We will not be liable for anyone's travel expenses in the event that you are unable to be seen on time or if you are unable to receive treatment or if in the rare event we must cancel a previously booked clinic date. We suggest that you allow enough time in all of your travel plans to accommodate the eventuality that our clinics at times can run late. We recommend travel insurance for the rare eventuality that a clinic may be cancelled after you have booked in. **While we do our best to work with our clients and accommodate them in all circumstances we will not reimburse you for any monetary loss incurred regarding travel arrangements.** In a similar fashion, the same applies to missed work that you have scheduled in order to attend.

## Will I Be Able To Be Treated By The Doctor Of My Choice?

You are welcome to contact us by email and we will provide you with the schedule for the doctor you would like to see. This will help you choose correctly what dates to book online.

**Please take note:** While it is rare, our doctor's schedule may change and we will not always be able to alert you that you are not scheduled with the doctor you intended to see. We will always do our best to alert you to any change so that you can reschedule with the doctor of your choice. There are times that we are unable to do so because of the suddenness of the change. **If you decide at your appointment that you do not want to be treated by the doctor who is scheduled, you will not be refunded or compensated for your Booking Fee.** All of our doctors are masters at every procedure we offer and can perform treatments equally. You are booking with The Consultant Clinic and not a specific doctor after all. When, in the very rare event a clinic must be cancelled altogether, you will always receive notification and extended the opportunity to re-book your appointment.

## Will I Be Seen By The Doctor On Time?

We sincerely respect YOUR time. We know it is important to you and you all have very busy lives. We strive very hard to see our patients at the time they are scheduled every day in every clinic and constantly make adjustments to make sure we make the mark.

Occasionally, our doctors run behind despite the forethought we have given to our policies to ensure patients arrive on time themselves. There are some things we can control and some things we cannot, such as emergencies to save a patients face from occlusions they may have received elsewhere, which take precedent over regular bookings. Patients may have difficulties during treatment such as nausea or fainting which we must attend to until stable. Several patients during the day may attend late and this builds to a significant delay. We do forgive a patient arriving 10 minutes late as discussed previously, but if 5 or 6 attend late, suddenly we

are an hour behind. This is not extraordinary in the medical industry and we ask for your understanding and patience.

**If it is crucial for you to be seen on time without waiver please consider booking an early morning appointment.** Be cautious about scheduling other appointments directly after your scheduled appointment with us. Consider warning your daycare or sitter or employer that you may run later than expected.

Please also note that most often, reception is part of the staff that comes with the building facilities we operate from. They do not work for The Consultant Clinic, have no access to our booking system and can do little to allay your concerns that you have been waiting to be seen. The doctor is aware you have arrived and will always do their best to see you on time or as soon as is possible.

**While these are very rare occasions considering the volume of patients we see, if you ultimately decide that you can wait no longer and you decide to leave, your Booking Fee will be forfeit and if you intend on scheduling another appointment, a new Booking Fee will be required.**

## **Review Appointments.**

There are occasions after treatment when patients are concerned with the recovery process and the symptoms of healing they go through or are not satisfied with the outcome of their treatment. If this is the case for you, please email us so that we can assist you by offering some reassurances and some direction setting up a review appointment with the doctor if necessary.

Review appointments do not require a Booking Fee and are an opportunity for the doctor to physically examine, assess and advise on a path forward. At the doctors discretion **further treatment may be necessary and there will likely be additional charges** for any new fillers necessary for adjustments needed after the recovery process from the original sitting has completed.

**If you do not attend your scheduled review appointment and wish to schedule another without providing 2 weeks notice, a new Booking Fee will be required for the new review appointment.**

## Remember Just Ask!

We do all we can to warn you fairly and allow you to make an informed choice in line with good medical practice guidelines. We can obviously only do so much, in a pack like this, as non medics cannot advise you.

If there is something you're not sure about, we have a fantastic admin team, who will answer you and if they can't, will refer to a manager or doctor. On occasion, and if necessary, our doctors will contact you themselves to ensure you have the best experience possible.

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By booking in with us, it is mutually acknowledged that you agree with and accept all of the above. You will or have digitally signed that you accept our terms and conditions prior to gaining access to our online booking system. If you fail to attend a scheduled appoint without giving us 48 hours prior notice you will be blocked from our booking system. This probationary status can be rectified however on your next booking if a DOUBLE BOOKING FEE is made. Failure to attend 2 appointments however will result in the permanent blocking of your ability to book appointments with The Consultant Clinic.

**! BOOKING FEES ARE STRICTLY NON REFUNDABLE !**

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We hope this packet has helped with any questions and informed on policy. If you have any further concerns please feel free to email us at: [helpdesk@consultantclinic.com](mailto:helpdesk@consultantclinic.com).

We are delighted to help in any way we can. Aesthetics is our passion and we're happy to share our knowledge and expertise with you.

**\*\* If paying via Amex (American Express Card) – please ensure you bring an alternative payment method as backup as Amex works very intermittently \*\***

