

Terms and Conditions:

Results

No guarantee of results can be made. Individual results may vary for person to person. Dr Gwen Adey Ltd clinics have a no refund policy on any treatments performed. Images which may have been shown in consultation or have seen online, are examples of patient outcomes and results differ.

Treatment Contraindications

During your consultation, your medical history will be assessed and any contraindications to treatment will be discussed. We ask that you give us a full and truthful medical history so ensure you are cared for appropriately.

Treatment Courses

All treatment courses must be paid in full prior to starting your treatments and have an expiry date of 12 months from the date of purchase. Any treatments left unused after 12 months will be automatically redeemed. If you cancel your appointment within 48 hours or fail to show up to your appointment, you will forfeit the treatment if it is part of a treatment package.

Package Refunds

Courses of treatments are only refundable for medical reasons. Any refund agreed between the client and Dr Gwen Adey Ltd is calculated by deducting the full list price of all treatments already taken, plus any charges for non-attendance. The difference will be the refunded amount.

Bookings and Deposits

CANCELLATION POLICY DEPOSIT - We hold a strict 48-hour cancellation policy at Dr Gwen Adey Ltd clinics. Please see full details below:

- In order to secure your booking, we require a deposit to secure your appointment. For consultations we require a £30 deposit which is redeemable on the day against your consultation fee.
- Should you wish to cancel your appointment more than 48-hours prior to your appointment, your deposit will be fully refundable. Should you decide to reschedule more than 48-hours prior to your appointment, your deposit will be moved to your newly rescheduled appointment. Any deposits which have not been redeemed or utilised within 12 months of booking, will automatically expire and will be forfeited without notice.

- If you fail to attend an appointment or fail to cancel or reschedule at least 48 hours prior to your appointment, your deposit or treatment from your course will be forfeited.
- You must notify us if you wish to cancel or reschedule your appointment within 48-hours in order for your deposit to be refundable.
- We strive to provide the highest quality care and service to all our patients. In order to ensure this, we reserve the right to cancel or reschedule appointments under certain circumstances. Reasons for cancellation or rescheduling may include, but are not limited to:
 - Unforeseen medical or technical issues
 - Availability of our staff
 - Severe weather conditions or other emergencies

Booking Deposit

The following services require a booking deposit that is non-refundable or redeemable. You must notify us either via email or phone if you wish to cancel or reschedule your appointment within 48-hours in order for your deposit to be refundable.

- Platelet Rich Plasma £65
- Botulinum Toxin £65

Treatment Suitability

Dr Gwen Adey Ltd reserves the right to refuse treatment if you are deemed unsuitable, this can be on the day of treatment or at any stage of the treatment journey. If you are deemed unsuitable to progress with treatment any fee paid for undelivered treatment(s) (including deposit for treatment) will be refunded to you in full. In the event you are unsuitable to progress to treatment, the consultation fee will not be refunded. Any additional costs you may incur e.g. travel will not be compensated.

If you wish to amend or cancel your appointment, please contact us via Whatsapp 07438431182 or telephone/text message 07438431182.