

## TERMS AND CONDITIONS

### DISCLAIMERS

All material on this website:

- Is provided for general information and interest only.
- Does not constitute legal, financial, or medical advice and must not be relied upon as such.
- May not reflect the most recent legal or regulatory developments.

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We may work with third party providers to deliver certain services within the clinic. Where appropriate, your details may be shared with such providers in order to respond to your enquiry or facilitate your treatment.

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- Share extracts for private use provided the source is acknowledged.
- Link to the homepage of this website unless otherwise agreed.

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### ACCESSIBILITY

We are committed to ensuring our website is accessible and aligned with recognised accessibility standards.

If you experience any difficulty accessing any part of this website, please contact our Client Care team with details of the issue and your preferred method of communication.

### ONLINE BOOKING

By booking a consultation or procedure, you are entering into a contract directly with Cosmetic Surgery of The Royal Liver Building.

To make a booking, you must:

- Be aged 18 or over and legally capable of entering into a contract
- Accept financial responsibility for all bookings made under your name
- Provide accurate, complete, and up to date information

A booking is not confirmed until all required checks have been completed and a confirmation has been issued. Once confirmed, you are bound by these Terms and Conditions.

Attendance at any consultation, welcome meeting, or clinical meeting in relation to a planned procedure constitutes acceptance of these Terms and Conditions and the Refund Policy.

### APPOINTMENTS

- A minimum of 48 hours notice is required to cancel or rearrange consultation appointments
- Cancellations must be made by telephone via the Patient Bookings Department
- Failure to attend or provide adequate notice may result in a charge of up to £50
- Patients must attend at the agreed time and provide valid identification where required

### SURGICAL BOOKINGS AND CANCELLATIONS

- A minimum of 6 weeks notice is required to rearrange a surgical procedure
- Requests must be made via the Patient Bookings Department
- Failure to provide adequate notice may result in full liability for the cost of the scheduled procedure

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### REFUND POLICY

This Refund Policy applies to all procedures booked with Cosmetic Surgery of The Royal Liver Building.

All deposits and any monies paid toward a procedure are subject to the terms set out below.

#### Acceptance of Policy

By attending any consultation, welcome meeting, or clinical meeting in relation to a planned procedure, or by paying a deposit or any amount toward a procedure, you confirm that you have read, understood, and accepted this Refund Policy in full.

#### Nature of Deposits and Payments

All deposits are taken to secure clinical time, resources, and scheduling commitments. Deposits and payments therefore represent a contribution toward costs incurred by the clinic in preparation for your procedure.

#### Cancellation Within Six Weeks

Where a procedure is cancelled within six weeks of the scheduled procedure date, all deposits and any monies paid are non refundable. This reflects the allocation of clinical time and resources which cannot reasonably be reallocated at short notice.

#### Cancellation Outside Six Weeks

Where a procedure is cancelled more than six weeks prior to the scheduled date, the clinic reserves the right to deduct a reasonable administration fee of £350 from any refundable amount.

This fee reflects a genuine pre estimate of the costs incurred by the clinic, including but not limited to:

- Consultation and preparatory clinical discussions
- Patient coordination and welcome meetings
- Administrative processing and scheduling
- Allocation and management of clinical resources and theatre planning

Any deduction will be proportionate and will not exceed the reasonable costs incurred.

#### Refund Process

All refund requests must be made by completing and submitting an official refund request form to the clinic. The clinic reserves the right to request supporting information before processing any refund.

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### Transfer of Funds

In all cases, monies paid may be transferred toward an alternative treatment or procedure offered by the clinic, subject to clinical suitability, availability, and appropriate consultation.

### Clinic Changes or Cancellations

In the event that the clinic reschedules or cancels a procedure, no refund shall be due where the clinic offers a reasonable alternative.

A reasonable alternative may include:

- An alternative procedure date
- An alternative appropriately qualified surgeon
- An alternative clinic location
- An alternative clinically appropriate procedure

Where such an alternative is offered, monies paid will be retained and applied to the revised arrangement.

If no reasonable alternative can be provided, a refund will be considered in accordance with applicable consumer law.

### Exceptional Circumstances

Refunds may be considered in cases of verified medical conditions or medical emergencies that prevent treatment. The clinic reserves the right to request appropriate supporting evidence before approving any refund.

### Legal Compliance

This policy is drafted in accordance with the Consumer Rights Act 2015. Nothing in this policy seeks to exclude or limit your statutory rights.

### **WE RESERVE THE RIGHT**

- To cancel or amend bookings where necessary, subject to the provisions outlined above
- To refuse, suspend, or terminate access to services where there is misuse or breach of these Terms and Conditions