

Royal Tunbridge Wells Skin Clinic Terms and Conditions

Information

- Before treatment is offered all patients are required to provide contact details; including address, telephone and email to secure an appointment.
- All clients must complete a Medical history form at their first appointment as this is necessary to inform the consultation and treatment planning process.
- On many occasions photographs are required as part of your medical record. These will be stored securely under current and future DATA Protection Legislation and will not be used for any other purpose without your written consent or a Court Order.
- All information that you give us will be treated as confidential and protected in accordance with current, past & future Data Protection legislation.
- Patient information will not be shared with third parties without written permissions and you will not receive unsolicited information from us.
- You may choose to remove yourself from our mailing list at any time, by unsubscribing.
- We cannot comply with a request for erasure of medical records and must hold them securely for at least eight years. <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-erasure/>
- We cannot and will not proceed to treatment unless all of the above is satisfactorily completed.

New Patient – Telephone & Skype Remote Consultations

Whilst remote consultations are discouraged, we acknowledge some circumstances when this service may be helpful; particularly for patients who will be travelling long distances. New patients, seeking advice from a practitioner in a remote discussion, require a diary appointment of 30 minutes. Patients must call the clinic at the time agreed. A charge of (£50) may be made, payable in advance.

Appointments

- Please provide as much notice as possible, if you need to cancel or reschedule your appointment, so that we may make best use of our appointment diary.
- When diaries are particularly busy, we may take a nominal deposit, of (£50) refundable on attendance, to mitigate missed appointments.
- If you do not attend a booked appointment, and fail to advise us in advance, a £50 non-refundable booking fee will be charged to make further appointments.

- Please do NOT attend the clinic for an appointment if you are unwell. If you are unsure, please call and discuss. Many treatments are contraindicated if you are unwell; this includes colds, cold sores or local skin infections.
- Routine review appointments are offered after treatment with Botulinum Toxin as a courtesy. If you are unable to attend the review appointment at 2 - 4 weeks, no additional treatment or 'top up' is provided once the review period of 2 - 4 weeks has passed.
- New patients are seen for consultation and assessment by prior arrangement, treatment may be provided on the first visit, but this is not recommended.

Children

We do not treat children or young adults under the age of 18 without the attendance and consent of a parent or guardian.

Please do not bring children to the clinic unless they are old enough to be left unsupervised. Children will not be allowed to accompany you into the treatment rooms.

Payment

- Patients will receive one free of charge consultation for aesthetic procedures; subsequent consultations will be subject to a (£50) fee.
- Dermatology Consultations are charged at £85.00 other than for under 18's or those in full time education.
- Travel Clinic Consultations are charged at £15.00
- You will be advised of the full costs of any treatment plan proposed and agreed, including that of any maintenance treatment, before any treatment is undertaken.
- Payment is taken, in full at the time of treatment.
- The clinic accepts cash, or major debit and credit cards.
- For treatments listed below, a non-refundable deposit is taken at the time of booking, as staff time is allocated and products will be prepared, a minimum of (3 days) in advance.
 - i) Sculptra (£300)
 - ii) Silhouette Soft poly-L-lactic acid threads (£300)
 - iii) SmartXide Co2 Laser Resurfacing (£300)
- A discretionary deposit may be requested for some other treatments and in some circumstances.

Refunds

Fees charged for treatment are for the delivery of a treatment and product including the accompanying service, which is inclusive of;

- consultation and assessment
- provision of information and advice
- safe treatment with evidence based products
- follow up appointments and aftercare advice and support as appropriate

Whilst we undertake to provide you with; factual, honest, ethical advice together with safe, expert treatment in experienced hands, using only the best products, we cannot guarantee your results and cannot offer refunds if the results achieved fail to meet your expectations.

Results are subjective, vary considerably, and whilst we will do our utmost to achieve the very best results, sometimes expectations are not met.

Please do not ask for treatment if you are unwilling to accept all of the above warnings and advice and to proceed to treatment at your personal risk with the full understanding that the outcome may not be as you hoped.

Cooling off period

At rtwskin, it is our priority to ensure that customers are treated in an exceptional manner. Whilst we hope you will be 100% happy during your patient journey with us, we do understand that from time to time, we may not get things right. If you feel we have fallen short of delivering our values at any stage during your treatment and care, please let us know through the following channels:

email: support@rtwskin.co.uk

Phone: 01892 222222

If you would prefer to raise any issues in person, please make our dedicated Front of House team aware and a private space will be provided for you to discuss your concerns. We welcome all feedback as an opportunity to improve our service.

Feedback

Any feedback is much appreciated, both positive and negative. Feedback is used to review and improve quality of service. You may submit feedback verbally, via email, via the clinic website or via the Save Face website.

Complaints

If you have a complaint, please inform us as soon as possible. An appointment will be made for you to be seen.

A copy of our Complaints Policy is available on request.