

DR JAS GILL

MEDICAL AESTHETICS

FREQUENTLY ASKED QUESTIONS: TERMS & CONDITIONS

Booking Fees: At Dr Jas Clinic, we understand the value of your time and the importance of maintaining a smooth and efficient service. The Booking Fee is an integral part of our process, and helps cover our expenses and business costs, including maintaining the quality of our clinic experience. It is also designed to ensure that you secure the slots you want.

Existing clients are charged £70 deposit for a single 40- minute consultation (deducted from the cost of chosen treatment). New clients will need to book a 45 minute consultation, also charged at £70 (deducted from the cost of chosen treatment). A one-hour slot is charged at £140 deposit. However, if they you fail to attend your consultation, or decide not to go ahead with treatment, you deposit will not be returned.

Refund and Treatment Redemption: While we understand that unforeseen circumstances may arise, our Booking Fees are non-refundable. However, if you provide at least two weeks' notice before your scheduled consultation and the appointment slot is moved within two weeks, we may transfer the Booking Fee to another date, subject to availability. If you proceed with treatment on the day of the consultation, the Booking Fee is redeemable against the treatment cost.

If you schedule multiple consultations and, consequently, submit distinct Booking Fees to secure your appointments, each fee is exclusively applicable to the corresponding treatment. For instance, if you've paid a Booking Fee for a lip filler consultation, another for Botox, and a third for liquid rhinoplasty, resulting in a total of three booked consultations, the redemption process is treatment-specific. If you decide to proceed only with the Botox treatment, the Booking Fee associated with Botox will be applied to that specific procedure. It's important to note that you cannot apply the fees from the lip/nose consultations to the Botox treatment in addition to its dedicated Booking Fee.

Late Policy: We cannot be held liable for travel expenses in the event of delays or clinic cancellations and recommend allowing sufficient time in your travel plans. We respect your time and expect the same courtesy. If you are more than ten minutes late, we reserve the right

to cancel your appointment with a non-refundable Booking Fee. This policy aims to prevent disruptions to our schedule, especially for other patients with tight scheduling commitments.

Treatment Suitability: While we strive to provide the best aesthetic treatments, it is important to note that not all procedures can be guaranteed on the day of the appointment. Numerous factors – such as overfilled lips/poorly placed or incompatible fillers, medications, blood/nerve supply issues, scar tissue in the area, certain allergies or and the herpetic virus – may impede your scheduled treatment. While an exhaustive list cannot be covered in advance, it requires the expertise of a qualified aesthetics doctor during a face-to-face consultation to comprehensively assess, explore available options and ensure your desired results are achievable.

At times, we may have to decline individuals due to existing medical conditions, undisclosed information, or poorly placed filler from a previous practice. Although this situation is less than ideal, it is an integral part of our thorough process. While it might seem preferable to list all potential obstacles in the pre-injection information pack, it is not feasible due to the nuanced nature of individual cases. We assess full suitability, emphasising the importance of the medical history and consent form. We have a duty of care to refrain from providing treatment.

Our extensive experience indicates that most patients proactively disclose information about undergoing other treatments, pregnancy or nursing status, existing medical conditions, current medications, or potential conflicts prior to booking or treatment. It is your responsibility to inform us of anything you are currently discussing with your GP, excluding contraceptives.

While we can inject over the filler work of others under certain conditions, such as smooth placement and compatibility with our fillers, situations where these criteria are not met necessitate a dissolution process. This procedure incurs a charge and can only be determined through a physical examination by the doctor in the clinic.

Big Event On The horizon? Following any procedure, expect notable side effects such as swelling, redness and tenderness in the treated area for up to 14 days. While some individuals may experience significant bruising, these effects typically subside within two weeks. It may be necessary to use over-the-counter painkillers to manage any pain-related side effects. To ensure your optimal experience, we refrain from performing procedures within eight weeks of major personal events, such as weddings.

What About Cold Sores? We cannot guarantee against outbreaks, but prescription antivirals have proven to be remarkably effective. If you experience a breakout or have an active sore on the day of your appointment, you are welcome to attend the consultation. However, treatment cannot proceed on the same day. The Booking Fee will be utilised for the consultation and cannot be transferred for a future treatment booking. If you choose not to attend the consultation, the Booking Fee is forfeited in accordance with our previously described Booking Fee policy.

Timeliness: We aim to see patients on time but ask for understanding in rare instances of delays beyond our control. It's important to be aware that reception staff at our locations are

typically part of the building facilities and not employed by us. They do not have access to our booking system and have limited ability to address concerns regarding your waiting time. Rest assured, we are informed of your arrival and strive to see you on time or as promptly as possible.

While instances of extended waiting times are infrequent, if you find that you cannot wait any longer and decide to leave, your Booking Fee will be forfeited. Should you plan to schedule another appointment, a new Booking Fee will be necessary. We appreciate your understanding in these rare circumstances and always aim to provide a smooth and timely experience for our valued patients.

Post-Treatment Follow-up: Following your procedure, you may have concerns about the recovery process and experience related symptoms. Remember, typical recovery spans from four weeks for lip treatments to eight weeks for chin and face procedures.

Should you still have concerns after this recovery period, please get in touch. We are here to provide reassurance and guidance, and if necessary, we can arrange a review appointment (these do not incur a Booking Fee). We will conduct an examination, assess your situation and advise on the way forward. At our discretion, additional treatment may be recommended, with potential charges for any new fillers required to address adjustments following the original treatment's recovery process.

Remember, Just Ask: At Dr Jas Aesthetics Clinic, we prioritise transparency and your wellbeing. If you have any questions or concerns, please ask. Your satisfaction and safety are our priorities, and we look forward to providing you with an exceptional aesthetic experience.