



Terms, Conditions & Cancellation Policy

Issue Date	06/2018
Review Date	06/2026
Author	Joan Boyle

Version No	Type of change	Date	Description of Change
V1.0	New Policy	06/2018	
V1.1	Review	26/04/2021	No change
V1.2	Revision	29/04/2022	Major review to terms and conditions. Changes to the timescale of appointment reminders. Remove Card Capture and the inclusion of Booking Fees
V1.3	Revision	27/07/2022	Amendment to Cancellation timescale & Fees payable
V1.4	Review	25/05/2024	No Change



TERMS, CONDITIONS & CANCELLATION POLICY

Appointments

Appointments can be made on our online clinic management system via the 'Book Now' on our Quest Clinic website www.questclinic.co.uk, our Quest Clinic Facebook Page or by calling the clinic on 01292 286833. Please be aware we operate a 2 full working days cancellation policy (*i.e. notification received by 9am*).

This policy is to confirm your contract with Quest Clinic, your commitment to attending the scheduled appointment and to protect Quest Clinics interests in the event of late cancellations or 'no-shows.'

Electronic Information and Forms

The clinic is virtually 'paperless.'

Appointment notices, confirmations and reminders are automatically sent out by email.

Forms are required for some appointments and procedures. These are emailed to customers in advance to complete and return before attending for their appointment. This ensures your time spent in the clinic is focussed on you rather than completing paperwork. We ask that you look out for the emails and return the forms as soon as possible to avoid any delays at your appointment.

Appointment Reminders

To help you manage your appointment, an automated booking reminder will be emailed to you 72 hours before your appointment. Please look out for it and respond (even if it's just a 'thumbs-up' icon to confirm your attendance).

We appreciate your time is valuable and we will do our best to respect your time and see you at your appointment time. Equally, we would appreciate that you arrive on time for your appointment as arriving late may impact on the time available to you for your appointment.

Booking Fees

From 1 May 2022, a Booking Fee will be payable to book appointments with Medical Professionals and some therapists.

The booking fee is credited to your account or transferable when a minimum of 2 full working days' notice is given to change the appointment.

Fees:

Appointments with Medical Professionals	-	£50
Review appointments	-	£20
Appointments with therapists (if applicable)	-	50% of treatment cost

Cancellations

We do our utmost to run an efficient appointment system which means we can minimise wasted treatment time and keep waiting lists down.

Our practitioners will have set aside time for your care. We understand that appointments may need to be changed and cancelled from time to time and we will work with you if an emergency does arise.

Cancellations at short notice, however, usually means that we are unable to re-allocate the time to other patients.

The above booking fees (or part thereof) will become payable in the event of a cancellation:

- More than 2 full working days' notice - No charge
- Less than 2 full working days' notice or No Show - Full Payment

Pre-paid full or part Booking Fee will be credited to the customers' account where applicable according to the above terms.

Prices

Our prices reflect the background and experience of our highly skilled team as well as the quality of our market-leading and scientifically proven products which also have an excellent safety profile and are licenced for use in the UK.

We offer genuine discount packages for multiple treatments however we do not believe in cut-price promotions to secure bookings before adding hidden extras.

The Company reserves the right to change prices at any time without notice. Some package prices are subject to consultation and may vary depending on the individual's requirements.

Any price quoted in your consultation will then take precedence over prices that may be quoted on this website or elsewhere.

See website pages for current treatment prices.

Treatment Prices Include (as applicable)

- Consultation and procedure fee
- Products used during the treatment
- Anaesthetic, dressings as needed

Fees Exclude (as appropriate)

- Consultations and treatment of medical conditions that may arise that are not related to your agreed procedure either before or after treatment.
- The correction of previous procedures or treatments not performed by Quest Clinic nurses or doctors
- Additional treatments that are deemed above and beyond what was discussed at the initial consultation and price structure.
- Additional prescriptions for pharmacy related medication.

Payment Terms

We accept cash and all major credit cards – please note we do not accept AMEX cards.

We no longer accept cheques.

A Booking Fee (where applicable) is payable in advance and will be charged at the time of booking.

Payment (or the remainder of the payment) for treatments must be made either in advance or at the time of the procedure unless payment terms have been agreed in advance.

Healthcare Team / Practitioners

Quest Clinic provides the facilities to your consultant / doctor / nurse / therapist. They are not employed by Quest Clinic, and he/she is an independent contractor.

All practitioners have their own independent indemnity policies. Quest Clinic also has medical indemnity.

You must answer any questions put to you by the clinical staff truthfully, completely and accurately and provide any information which may affect your initial consultation, treatment or recovery.

Only once you have been assessed can we give you a full recommendation on what is your best treatment option. Occasionally that may mean a referral to another specialist.

Personal Details

You agree that Quest Clinic can use your personal details for the purposes of providing you with medical, surgical, non-surgical, aesthetic, therapeutic and beauty services as well as providing pre- and post-treatment advice for you.

This information may be provided to other clinical organisations and individuals (including your GP, the consultant, clinical staff and the hospital) for the same purposes but only in connection with ongoing medical care.

We may also use your contact details to provide you with occasional information about other services we provide or may provide in the future. If you do not wish to receive this information, please tell us. If you do not tell us, we will assume you are happy to receive this information.

Refusal of Treatments

There may be reasons that a practitioner may consider that a treatment is not a suitable option for an individual and Quest Clinic has a strict patient-selection criteria to ensure patients are medically and psychologically fit to undergo a particular treatment. It is therefore possible that we advise, in your best interests, that treatment is not appropriate. We will also not proceed with a procedure if we feel that your expectations exceed the results achievable from such treatment.

Please note that we do not provide treatments for anyone aged under 18 years (16 years for skin problems).

Disclaimer (Skin Lesion Treatment and Removal)

Our aim is to provide a first-class service however we cannot guarantee that treatment is possible in some cases until the skin lesion, mole or cyst or reason for your seeking treatment has been seen by your doctor or other appropriate medical professional; whose individual advice takes precedence over any previous information given.

Refunds for Treatments

Please let us know if you are unhappy with any aspect of your treatment as soon as possible and we will work with you to resolve any issues. We are unable to offer refunds on services/treatments carried out unless there was negligence.

Pre-Paid Treatments

Pre-paid treatment courses must be completed within specific time frames and dates for treatments should be agreed at the time of booking the course.

Refunds are not provided for pre-paid treatments which cannot be completed within the agreed period however an early exit plan can be applied for partially used pre-paid plans. The original bulk discount will become void, and the remainder of the plan costed to the current value. This will be determined by costing single or package treatments already given unless a lesser package can be applied. At no point can the amount exceed the original treatment plan cost.

Pre-paid treatments are not transferrable to another patient or client.

Pre-paid treatments can be transferred to another service or product within the clinic with a matching or lesser value.

Cancellation fees are applicable on all pre-paid treatment appointments as per policy above.

Gift Vouchers

Quest Clinic provides gift vouchers for monetary values and treatments.

Gift vouchers are valid for 12 months from the date of purchase and are not redeemable after the end date.

Lost vouchers cannot be replaced.

Appointments made redeeming a gift voucher will be subject to the cancellation fee above and may result in forfeit of the gift voucher or part there-of.

Products

Unopened products may be returned within 7 days of purchase for exchange or refund.

Defective or damaged products may be returned immediately for return to the manufacturer and exchanged as authorised.

Children in the Clinic

Children are not allowed in the clinic.