



Sabrina Shah-Desai
PERFECT EYES LTD

Perfect Eyes Ltd Non-Surgical Terms and Conditions

- All patients are required to provide contact details; including address, telephone and email in order to secure an appointment.
- All patients will complete a Medical history form at their first appointment, this is necessary to inform the consultation and treatment planning process. If there is a change in medical history, it is the responsibility of the patient to inform Mrs. Shah-Desai.
- All information will be treated as confidential and protected in accordance with Data Protection legislation

New Patient – Telephone Consultation

Whilst telephone consultations are discouraged, we acknowledge some circumstances when this service may be helpful; particularly for our patients who will be travelling long distance. New patients, seeking advice from a practitioner in a telephone discussion, require a diary appointment of 30 minutes. Patients must call the Mrs. Shah-Desai at the time agreed. A charge of (£50) is made, payable in advance, which is redeemable against non surgical treatment recommended on that consult.

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.
- We take a deposit, of (£ 50) which is deducted from the Consultation fee (£200) on attendance, to mitigate missed appointments, and the administration costs we incur. The fee is non refundable if you do not attend, without adequate notice (2 working days)

- Please do NOT attend the clinic for an appointment if you are unwell or are undergoing acute dental treatment. If you are unsure, please call and discuss with Mrs. Shah-Desai's secretary. 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 Toxin and Filler as a courtesy. No additional treatment or 'top up' is provided free of charge, once the review period of 2-3 weeks has passed.
- New patients are seen for consultation and assessment; except in exceptional circumstances, with prior arrangement, we do not offer treatment on the first visit.

Children

Please do not bring accompanying children to the clinic unless they are old enough to be left unsupervised.

Children will not be allowed to accompany you into the treatment room.

Payment

- Patients will receive a consultation which will be subject to a (£200) fee which is NOT deducted against treatment costs.
- 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 cheque, BACS, cash or major debit and credit cards, EXCEPT AMEX
- A discretionary deposit will be taken for some treatments and in some circumstances.

Refunds

Fees charged for treatment are for the delivery of a treatment and 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 excellent service; factual, honest and ethical advice, safe, expert treatment in experienced hands and only the best products, we cannot guarantee your results and cannot offer refunds if the results achieved fail to meet your expectations, or you change your mind after commencing treatments.

(Skin care products) are non-returnable/refundable