

Information for clients and patients regarding our recent implementation of a Deposit and Cancellation Policy. (Effective March 2022 onwards).

We are always as accommodating as possible to assist our clients, however, due to the high volume and popularity of the treatments we offer, we have felt the need to introduce a formal Deposit and Cancellation Policy.

We respect that your time is valuable, and we appreciate that you understand ours is too. If appointments are cancelled or rescheduled at short notice, or if you do not attend an appointment, this means we are unable to re-use that time for other clients.

We understand that occasionally a short-notice cancellation may be unavoidable and if it is possible to reschedule your appointment, without causing an issue for our clinic operations, we will try to do so. However, because it is often difficult to re-book an appointment slot within 48 hours, we have taken the decision to institute a 48-hour cancellation policy.

A deposit will now be taken when booking any treatment. This will be deducted from your bill for the relevant treatment. Deposits for consultations will be refunded if no treatment is required or able due to medical grounds.

Deposits will be:

£25 for consultations

£50 for treatments under £150

£75 for treatments of £150 or over

Deposits can be paid via bank transfer, or alternatively contact the clinic on 01425 650497 where we can take a remote card payment over the telephone. (Please see below for details)

****Please be aware, we cannot confirm your appointment until a deposit has been received and your slot will be reserved for 24 hours before being offered to the next customer after that time.****

We guarantee that where notification to cancel appointments is given, with more than 48 hours' notice, deposits will be refunded or offset against any future treatment required.

Where late cancellations are notified (including failing to attend without notification) with less than 48 hours' notice, we will retain your deposit or deduct a treatment from a course of prepaid treatments.

Notification is always best given by telephoning the clinic on 01425 650497 or if there are difficulties with you doing so, then by email to kalista.aesthetics@gmail.com. Please leave a voicemail should you be unable to get through to us via telephone. The sooner notification is given the sooner we can offer your appointment to another client and avoid your deposit being retained.

We appreciate your understanding in this matter and look forward to seeing you in the clinic soon.

To pay your deposit via bank transfer, please note our Bank Details:

Kalista Aesthetics Ltd

Sort Code: 30-98-97

Account Number: 3633 5663

To pay using card, please contact us for payment to be taken over the telephone.

LATENESS POLICY

Please note that if you are over **15 minutes** late for your appointment, we may have to reschedule your service if it cannot be completed in the remaining time frame.

If we do not hear from you 15 or more minutes into your scheduled appointment time it is considered a “No-Show” and you will be charged of the service scheduled. All attempts to reschedule in a timely manner will be made but cannot be guaranteed.

The charge will be determined by the type of treatment and the length of the booking.