

1. Cancellation & Late Attendance Policy

Standard cancellation notice

We require a minimum of 48 hours' notice to cancel or rearrange an appointment.

Late cancellations / non-attendance

Appointments cancelled with less than 48 hours' notice, or missed appointments, will result in:

- the loss of the treatment session, or
- a cancellation fee (as advised at the time of booking)

This is because clinical time, staffing and medical consumables are allocated in advance.

Late arrival

If you arrive late, your treatment may need to be shortened or rescheduled in the interest of patient safety and clinic scheduling. This may result in the loss of the session.

Medical cancellations

Where cancellation is due to medical reasons, we may request supporting information and will review this on a case-by-case basis.

2. Deposits

A deposit may be required to secure an appointment. Deposits are:

- redeemable against the cost of treatment
 - non-refundable in the event of late cancellation or non-attendance
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3. Pre-Paid Treatment Courses (Short Patient Version for Consent Forms)

- Treatment courses are valid for 12 months from the date of purchase.
 - Sessions not used within this time may be forfeited.
 - Extensions may be granted for medical or exceptional circumstances if requested before the expiry date.
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4. Finance / Payment Plan Policy

For treatments purchased using a payment plan or third-party finance:

- The finance agreement is between the client and the finance provider.
 - Payments must continue as agreed, even if treatments are postponed.
 - Refunds (where applicable) will be processed in accordance with the finance provider's terms.
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5. Gift Vouchers (Legally Different From Treatment Courses)

Gift vouchers are valid for 12 months from the date of purchase. They:

- are non-refundable
- may be used toward treatments or products
- must be presented at the time of redemption

Expired gift vouchers have no cash value.

6. Refunds – Clinical Safety Clause

All treatments are subject to clinical assessment. If a treatment is deemed unsuitable or contraindicated:

- no further sessions will be carried out
 - the remaining balance may be transferred to an alternative suitable treatment
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7. Children & Chaperones (CQC-friendly)

For safety and insurance reasons:

- children are not permitted in treatment rooms
 - a chaperone may be required for certain medical examinations or intimate treatments
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8. Results Disclaimer (Insurer-expected wording)

While we use evidence-based treatments and high-quality medical devices, clinical outcomes vary from person to person and cannot be guaranteed.

9. Complaints Procedure (CQC expectation)

We are committed to providing a high standard of care. If you are dissatisfied with any aspect of your experience, please email us at: info@lasaderm.com

- Formal complaints are acknowledged in writing or in person within 48 hours.
 - The acknowledgment provides contact details for the person who is handling the complaint, how the complaint will be dealt with and how long it is expected to take.
 - If a complaint raises issues that require notification or consultation with an external body, the notification or consultation will occur within three days of those issues being identified.
 - Formal complaints are investigated and resolved within 10-28 days.
 - If the complaint is not resolved within 20 days, the complainant, clinicians and staff who are directly involved in the complaint will be provided with an update.
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10. Pre-Paid Treatment Courses

Validity period

All pre-paid treatment courses and treatment packages are valid for 12 months from the date of purchase, unless a different validity period is confirmed in writing at the time of purchase.

All treatments must be booked and completed within this period.

Client responsibility for booking

It is the client's responsibility to arrange and attend appointments within the validity period. We recommend booking sessions well in advance to ensure appropriate spacing of treatments and appointment availability.

Medical suitability and treatment intervals

All treatments are subject to ongoing medical assessment and clinical suitability. Where a treatment is deemed no longer clinically appropriate, the remaining balance may be used against alternative suitable treatments at the clinic's discretion.

4. Exceptional circumstances and extensions

We understand that, in certain circumstances, treatment may need to be postponed.

Requests for an extension must be made in writing before the expiry date and may be granted at the clinic's discretion in cases such as:

- Pregnancy or breastfeeding where treatment is contraindicated
- Documented medical conditions
- Other exceptional circumstances

Clinic closure or practitioner unavailability

If we are unable to provide treatments due to events beyond our control (including mandatory closure, regulatory restrictions, or practitioner unavailability), the validity period will be extended to reflect the period during which treatments could not be provided.

Expired courses

Treatments not used within the validity period will be forfeited and are non-refundable.

At our absolute discretion, and where clinically appropriate, we may allow the remaining value to be applied toward alternative treatments at the current price list.

Refunds

Pre-paid treatment courses are non-refundable once any part of the course has been used, except where:

- we are unable to provide the treatment, or
- a refund is required under your statutory consumer rights.

Refunds, where applicable, will be calculated based on the full single-session price of treatments already received.

Pricing and non-transferability

All pre-paid treatments are honoured at the price paid and are not affected by subsequent price increases, provided they are used within the validity period.

Treatment courses are non-transferable and may only be used by the person named at the time of purchase, unless agreed in writing by the clinic.

Cooling-off period (distance sales only)

Where a course is purchased online or remotely, you have a 14-day cooling-off period in accordance with the Consumer Contracts Regulations 2013, provided no treatments have been carried out.

Statutory rights

Nothing in these terms affects your statutory rights. We are committed to applying these conditions fairly and reasonably and will always take individual clinical circumstances into account.

Deposits and staged treatment plans

For treatment plans delivered over an extended period, we reserve the right to review clinical suitability and treatment pricing annually.