

Aspire Aesthetics

Terms and Conditions

Information

All patients are required to provide contact details; including address, telephone and email in order to secure an appointment.

All clients will complete a medical history form at their first appointment, this is necessary to inform the consultation and treatment planning process.

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.

Please do NOT attend the clinic for an appointment if you are unwell. If you are unsure, please call and discuss. Many treatments are contraindicated if you are unwell; this includes colds, cold sores or local skin infections.

New patients are seen for consultation and assessment; treatment is not recommended on the first visit, to allow adequate cooling off period, but may be provided if the patient and practitioner deem suitable.

Children

We do not treat children or young adults under the age of 18 without prior arrangement.

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

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

Payment

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 cash, or major debit and credit cards.

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

While 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.

Feedback

Any feedback is much appreciated, both positive and negative. Feedback is used to review and improve quality of service. You may submit feedback verbally, via email, via the clinic website or via the Save Face website.

Complaints

If you have a complaint please inform us as soon as possible. An appointment will be made for you to be seen.

Please note: Aspire Aesthetics is a commercial clinic adhering to Joint Council for Cosmetic Practitioners (JCCP) and Cosmetic Practice Standards Authority (CPSA) guidelines.

However, we are, ultimately, a training facility, which means our cutting edge treatments are delivered by undergraduates studying for a foundation degree in aesthetics at University College Birmingham and aspiring to be practitioners under the watchful eye of highly-qualified lecturers with a wealth of industry experience.

For you, it means you can get the very latest treatments that meet your clear, targeted goals at a fraction of what you'd pay on the High Street. All students are skilled, knowledgeable and professional and undergo thorough training before undertaking client treatments for your complete peace of mind.