

Jovem Aesthetics.

CANCELLATION AND REFUND POLICY.

- ❖ We require 48 hour's notice to be given for any appointment cancellation.
- ❖ If you cancel after the required 48 hour's notice or do not attend a booked appointment, we reserve the right to keep any prepaid booking fees.
- ❖ If you cancel after the required 48 hour's notice or do not attend a booked appointment, we reserve the right to charge a cancellation fee of 50% of the treatment cost. This additional cost will be added to the cost of your next treatment booked.
- ❖ In the case of prepaid treatments, the treatment will be forfeited.
- ❖ All prepaid treatment plans or courses are only refundable, if the treatment is deemed unsuitable because of an acute medical illness and a letter from a GP/Consultant is provided.
- ❖ All Medical conditions, Medication, prescription or over the counter, must be declared on your consultation forms, this also includes any topical skin creams/serums. Failure disclose this information will forfeit any refunds.
- ❖ All courses or treatment plans must be booked within a six-month period unless an agreed treatment timeframe is required.
- ❖ Any refund agreed on courses or treatment plans is calculated by deducting the full price of all treatments already taken,

from the total price of the course of treatments with the difference refunded.

❖ No refunds on any treatment products purchased.