Booking Terms

We understand that plans can change, and we aim to keep our booking and cancellation policy clear, fair and respectful to both our clients and our practitioners.

By booking an appointment with Rejuv Skin Clinic, you agree to the following terms and conditions:

Appointments & Booking

Appointments are allocated on a first-come, first-served basis.

A deposit is required to secure all bookings. Appointments are not confirmed until the deposit has been paid. If payment is delayed, the appointment slot may be offered to another client.

Deposits are refundable and/or transferable to another appointment time if changes are made in line with our cancellation policy.

Treatments cannot proceed with active cold sores or if you have had injectables, advanced skin treatments, or semi-permanent make up within the past 14 days.

Clients must be 18 or over for all consultations and treatments.

Cancellations & Rescheduling

Appointments may be rescheduled up to 48 hours before the scheduled appointment time.

- Cancellations or changes made 24-48 hours of the appointment will result in a charge of 50% of the treatment cost.
- Cancellations or changes made within 24 hours of the appointment will result in a charge of 100% of the treatment cost.

The card details stored on the booking system will be charged, unless you specify another payment method.

For appointments that form part of a course, package, or subscription, a missed appointment without 48 hours' notice will be deducted from your remaining treatments.

Failure to attend

Failure to attend an appointment (no-show) will result in a charge of 100% of the treatment cost.

Late Arrivals

Late arrivals may result in your treatment being shortened or being unable to proceed. In such cases, the full cost of the treatment will still apply.

A new deposit will be required to rebook.

Payments

Full payment must be made at the time of the treatment.

Credit and debit card payments are accepted, including Amex.

Cash payments are accepted for the exact amount of the treatment. Rejuv Skin Clinic does not keep cash on the premises and therefore no change can be given.

All payments are in British Pound Sterling, no other currencies are accepted.

Gift Vouchers

Gift vouchers can be purchased online or in clinic. All gift vouchers are physical cards that require postage or collection.

Gift vouchers are valid for six months from the date of purchase and cannot be redeemed or replaced after the expiry date.

Vouchers are non-refundable, cannot be exchanged for cash, and must be redeemed in a single visit by one person.

Lost or stolen gift vouchers can be replaced for £10.

Review Appointments

Routine review appointments for botulinum toxin treatments are available within 2–4 weeks of treatment. Adjustments or additional treatment cannot be offered beyond this timeframe.

Missed review appointments without at least 24 hours' notice may incur a £20 charge.

Consultations

A consultation fee is payable, even where treatment is deemed unsuitable or you decide not to proceed.

It is essential that all medical history is disclosed accurately. Rejuv Skin Clinic cannot be held responsible for adverse outcomes resulting from incomplete, out of date or withheld information.

Treatment plans sent following a consultation must be booked within 60 days. After this time, a new consultation will be required and pricing may change.

Appointment Reminders

Appointment forms are sent via email 4 days before your appointment. Appointment reminders are sent via SMS 48 hours before your appointment.

Please check your contact details carefully when entering these on the booking system. Rejuv Skin Clinic is not responsible for communication not received due to client error e.g. spelling mistakes.

Courses, Packages & Subscriptions

All courses, packages, and subscription treatments must be completed within 12 months of the first treatment, unless otherwise stated.

Missed appointments without sufficient notice will be deducted from the course, in line with the cancellation policy in this document.

Children in Clinic

Children under 18 are not permitted in the clinic as a condition of our registration with Healthcare Improvement Scotland.

Please make sure you have childcare arranged prior to your appointment time. Where clients arrive with children the appointment will need to be rescheduled and the full treatment cost will be payable.

Treatment Preparation & Safety

Alcohol consumption is not permitted 24 hours before or after treatment. Please inform your practitioner if alcohol has been consumed prior to your appointment.

Privacy

All clients are required to provide the following contact details to secure an appointment: Full Name, Address, Date of Birth, Email, and Phone Number.

You will be asked to complete a consultation form before your first appointment or new treatment to ensure your safety. Please inform us of any medical conditions, allergies, pregnancy, or recent cosmetic procedures within this form.

All information is securely stored via our booking system (Aesthetic Nurse Software) and used solely to assess treatment suitability.

Rejuv Skin Clinic complies fully with UK Data Protection laws.

Results

Treatment results may vary between clients and are not guaranteed.

Refunds are not offered if results do not meet client expectations. All treatments, packages and subscriptions are non-refundable and non-transferable.

Security

Communal areas in the clinic are equipped with security cameras for safety. Footage may be provided to authorities upon request.

Practitioner Requests

If you wish to see a specific practitioner, this must be requested at the time of booking. If not specified, you will be allocated the next available appointment.

Policy Updates

Rejuv Skin Clinic reserves the right to amend the policies, booking terms and pricing at any time without notice.