

Booking Terms & Conditions - NR Aesthetics & Skin Ltd

Thank you for choosing NR Aesthetics & Skin. We understand that circumstances may arise, leading to the necessity of cancelling appointments. We try to be as accommodating as possible to assist patients. However, due to the high volume and popularity of treatments which we offer and to avoid non-attendees, we have had to introduce a stricter terms and conditions to all bookings. We kindly request that you adhere to our terms and conditions as outlined below.

Your complimentary consultation with Nicky is secured with a £50 deposit* which is taken off the cost off your treatment provided your treatment is within 6 months of your consultation.

Your consultation is an in-depth one-to-one session where your treatment will be explained to you in full. We will also run through the risks and benefits of any proposed treatment, and you will be given the opportunity to raise any questions or concerns you may have.

*Your deposit is non-refundable should you decide to not proceed with the treatment.

Rescheduling & Cancellations

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

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

To help patients minimise the chance of losing their deposits or treatments from a prepaid course, we do send out a text reminder a minimum of 48 hours ahead of an appointment.

You can reschedule via the email notification you will have received about your appointment at the time of booking. Again, this must be done within 48 hours of your scheduled appointment.

How to notify the clinic about cancelling an appointment:

Preferred Method of Notification: For all cancellation requests during business hours, we kindly ask that you contact us via telephone on 07843047688.

Out-of-Hours Cancellation: Should you need to cancel an appointment outside of our regular business hours, we kindly request that you notify us via email at info@nraestheticsandskin.co.uk.

Appointments within 24-48 Hours: If you have scheduled an appointment within the next 24-48 hours, kindly await our approval confirmation. Once your appointment is approved, you will receive further details via email to finalise your booking.

We appreciate your understanding and cooperation with our booking terms and conditions. By adhering to these guidelines, we can maintain the highest level of service and ensure that all our clients receive the attention they deserve.

If you have any questions or require further assistance, please do not hesitate to reach out to us.