

Seline Clinic – Terms & Conditions & Client Consent Form

1. General

By booking an appointment with Seline Clinic, you agree to comply with and be bound by these Terms & Conditions. These terms are designed to ensure the safety, wellbeing, and satisfaction of all clients and staff.

2. Consultations & Patch Tests

- All new clients must attend a consultation prior to treatment.
- Patch tests are mandatory for laser and certain advanced skin treatments and must be completed at least 24–48 hours before your appointment.
- Seline Clinic reserves the right to refuse treatment if patch testing is not completed or if contraindications are identified.

3. Medical Disclosure & Updates

- Clients must provide accurate and complete medical history, including medications, skin conditions, and previous treatments.
- Clients must inform Seline Clinic of any changes to their medical history, including new medications.
- Failure to disclose relevant information may result in adverse reactions, for which Seline Clinic accepts no liability.
- Seline Clinic reserves the right to delay or refuse treatment where updated medical information has not been provided.

4. Results Disclaimer

- Individual results vary depending on skin type, lifestyle, and adherence to aftercare.
- No guarantees are made regarding treatment outcomes.
- Multiple sessions may be required to achieve desired results.

5. Appointments & Deposits

- A non-refundable deposit of £[X] is required to secure all bookings.
- Deposits are redeemable against treatment costs.
- Late arrival may result in reduced treatment time or cancellation without refund.

6. Cancellation & Rescheduling Policy

- A minimum of 24–48 hours' notice is required to cancel or reschedule appointments.
- Failure to provide adequate notice will result in loss of deposit or full treatment charge.
- Repeated cancellations may require full prepayment for future bookings.

7. Course & Package Treatments

- All treatment courses and packages purchased at Seline Clinic have no expiry date.

- Packages are non-refundable, non-transferable, and cannot be exchanged for cash or other services.
- Missed appointments without adequate notice will result in the session being deducted from the package.
- Clients are advised to follow the recommended treatment schedule for optimal results.

8. Pregnancy Policy

- If a client becomes pregnant during the course of a treatment package, sessions may be paused for the duration of the pregnancy.
- Treatment can be resumed following pregnancy, subject to consultation and suitability.
- Seline Clinic may request medical clearance before continuing treatment.

9. Adverse Reactions & Aftercare

- Clients must follow all aftercare instructions provided.
- In the unlikely event of an adverse reaction, clients must contact Seline Clinic immediately.
- Clients are advised to seek appropriate medical attention if necessary.
- Seline Clinic accepts no liability for complications arising from non-compliance with aftercare or delayed medical advice.

10. Age Restriction

- Clients must be aged 18 or over to receive laser and advanced skin treatments.
- Valid photographic identification may be requested.
- Seline Clinic reserves the right to refuse treatment if satisfactory proof of age cannot be provided.

11. Photography & Treatment Records

- Before and after photographs may be taken for insurance, clinical assessment, and treatment tracking.
- Images are part of your confidential medical record and stored securely.
- Photographs will not be used for marketing without explicit written consent.

12. Sun Exposure & Tanning Policy

- Clients must avoid sun exposure, tanning beds, and fake tan before and after laser treatments.
- Failure to comply may result in cancellation of treatment and loss of deposit.

13. Behaviour Policy

- Zero tolerance for abusive, aggressive, or inappropriate behaviour.
- Such behaviour may result in refusal of treatment and termination of future bookings without refund.

14. Death & Permanent Medical Incapacity Policy

- In the event of a client's death or permanent medical incapacity, refunds for unused treatments may be considered upon receipt of supporting documentation, including proof of authority to act on behalf of

the estate.

- Refunds apply to unused treatments only. All treatment packages are non-transferable.