

Terms and Conditions

1. About These Terms

These Terms and Conditions apply to all consultations, treatments, products, appointments, courses, packages and other services provided by Aura Aesthetics Clinic Ltd ("Aura", "we", "us" or "our").

By booking an appointment, paying a deposit, purchasing a product or treatment, or attending the clinic, you confirm that you have read and accepted these Terms and Conditions.

Nothing in these Terms and Conditions affects your statutory rights.

2. Our Services

Aura Aesthetics Clinic provides medical aesthetics and advanced skin treatments. These may include injectable treatments, skin rejuvenation treatments, facials, light therapy, body treatments, microneedling and other services offered by the clinic.

All treatments are subject to consultation, suitability and practitioner approval.

We reserve the right to refuse or postpone treatment where we believe that:

- the treatment would not be safe or suitable;
- the client has not provided complete or accurate medical information;
- the client is unable to provide informed consent;
- the client's expectations are not considered realistic;
- the requested treatment would not be in the client's best interests; or
- the client behaves in an abusive, threatening, discriminatory or inappropriate manner.

Our treatments are available to adults aged 18 or over unless we have expressly confirmed otherwise in advance and the treatment is legally and clinically appropriate.

3. Consultations and Treatment Plans

Every client is treated individually. Where appropriate, we will provide a personalised treatment plan based on the client's concerns, medical history, suitability, expectations and practitioner recommendations.

A treatment plan may include several treatments or appointments over a period of time.

A consultation or recommendation does not guarantee that a particular treatment will be carried out. The final decision will be made by the treating practitioner following an assessment of the client's suitability.

Treatment plans may need to be changed if the client's circumstances, health, skin condition or clinical needs change.

4. Treatment Results

Treatment results vary between individuals and cannot be guaranteed.

The outcome and duration of a treatment may be affected by factors including age, skin condition, lifestyle, metabolism, medical history, medication, hormones, sun exposure and compliance with aftercare instructions.

The need for additional treatment, review appointments or maintenance treatments does not automatically mean that the original treatment was unsuccessful.

Unless expressly included within the original treatment price, additional treatments or products will be charged separately.

5. Pricing

Current prices are available from the clinic and may also be displayed on our website, booking system, Aura App or social media channels.

The price applicable to a treatment will normally be confirmed before treatment begins.

We may change our prices, promotions, treatment menus and packages at any time. Price changes will not normally affect treatments that have already been paid for in full, unless the client later chooses to change the agreed treatment.

Any quotation or treatment plan is valid for the period stated on it. Where no period is stated, prices may be subject to change before the treatment is booked or paid for.

Promotions and discounts cannot be used retrospectively or combined unless expressly stated.

6. Payment

Payment is due at the time of treatment unless we have agreed otherwise in writing.

We may accept payment by:

- debit or credit card;
- cash;
- bank transfer;
- gift voucher; and

- Klarna through the Aura App only.

Klarna is only available when booking or purchasing through the Aura App and requires ID on first set up.

Klarna payment options are provided by Klarna and are subject to Klarna's own eligibility checks, approval process and terms and conditions. Aura does not control whether Klarna approves an application or which Klarna payment options are made available.

Where payment is made through Klarna, the client remains responsible for complying with their payment agreement with Klarna.

A treatment is not considered fully paid until the payment has been successfully authorised and received.

Any outstanding balance must be paid before further treatment is provided unless otherwise agreed in writing.

7. Appointments and Deposits

A deposit of between £25 and £50 is required to secure an appointment. The amount will depend on the treatment, appointment type and practitioner selected.

The required deposit will be confirmed when the appointment is booked.

The appointment is not secured until the deposit has been received.

Deposits may be forfeited where:

- the client does not attend the appointment;
- the client cancels or reschedules with less than 48 hours' notice;
- the client arrives more than 10 minutes late;
- the client arrives late and there is not enough time to safely or properly complete the appointment;
- the client chooses not to proceed for personal reasons after the appointment time has been reserved or the consultation has been provided; or
- the client breaches these Terms and Conditions.

If Aura needs to cancel or reschedule an appointment, the deposit will remain on the client's account and will be moved to the replacement appointment.

8. Cancellations and Rescheduling

We require at least 48 hours' notice to cancel or reschedule an appointment.

Where at least 48 hours' notice is provided, the deposit may be transferred to a replacement appointment or held on the client's account, subject to any applicable expiry period.

Where less than 48 hours' notice is provided, the deposit will be forfeited.

If a client has prepaid for a treatment, course or package, one treatment or session will be deducted where the client:

- cancels with less than 48 hours' notice;
- reschedules with less than 48 hours' notice;
- does not attend; or
- arrives more than 10 minutes late.

Repeated cancellations, rescheduling or missed appointments may result in Aura requesting full payment in advance before accepting another booking.

Cancellations and rescheduling requests may be made:

- by calling the clinic during opening hours;
- through the clinic's Instagram direct messages; or
- through the clinic's business WhatsApp number on 07822 010753.

A cancellation or rescheduling request is only accepted once it has been received and acknowledged by the clinic.

Messages sent outside clinic opening hours will be treated as received when the clinic next opens. Clients should therefore allow enough time to ensure that the required 48 hours' notice is provided.

Where the online booking system does not allow an appointment to be changed within the 48-hour notice period, the client must contact the clinic directly. Contacting the clinic does not remove the late-cancellation charge or restore a forfeited deposit.

9. Late Arrivals

Clients must arrive on time for their appointment.

We allow a maximum grace period of 10 minutes.

If a client arrives more than 10 minutes late, the appointment may be cancelled and the deposit will be forfeited.

Where a treatment, course or package has been prepaid, one session will be deducted.

A new deposit may also be required before another appointment can be booked.

Aura may also cancel an appointment where a client is less than 10 minutes late if there is no longer enough time to safely and properly complete the consultation or treatment without affecting the following client's appointment.

Certain treatments cannot be shortened. Clinical safety and the quality of the treatment will always take priority.

10. Non-Transferable Appointments and Payments

Appointments, deposits, payments, treatments, treatment credits, courses, packages, memberships and gift balances registered to a client's account cannot be transferred to another person.

They must only be used by the person named on the original booking or account.

This rule applies even where the other person is a friend, family member, partner or employee of the original purchaser.

Gift vouchers purchased specifically as gifts may be used by the intended recipient, subject to the gift voucher terms.

11. Courses and Packages

All prepaid treatment courses and packages must be used within 12 months of the purchase date unless a different expiry date is stated at the time of purchase.

Treatments remaining after the expiry date will be lost and cannot be extended, exchanged or refunded.

It is the client's responsibility to book appointments early enough to complete the course before it expires. Appointment availability close to the expiry date cannot be guaranteed.

Courses and packages:

- are for the named client only;
- cannot be divided or shared;
- cannot be transferred to another person;
- cannot be exchanged for cash;
- cannot be refunded; and
- cannot be changed to a different treatment once the course has started unless Aura agrees otherwise.

If a client becomes medically unsuitable for a treatment, Aura will consider whether an appropriate alternative treatment or clinic credit can be offered. Medical evidence may be requested.

12. Skincare Products

We use and sell professional and medical-grade skincare products.

Clients are responsible for checking product ingredients and informing us of any known allergies, sensitivities, pregnancy, breastfeeding, medical conditions or medication before purchasing or using a product.

All skincare sales are final.

For hygiene, safety and product-control reasons, skincare products cannot be returned, exchanged or refunded once they have left the clinic.

This applies whether or not the product has been opened or used.

Clients should check that they have received the correct products before leaving the clinic.

Where a product is believed to be faulty, damaged or incorrectly supplied, the client must contact Aura as soon as possible. Any rights that cannot legally be excluded will continue to apply.

A reaction, sensitivity, dislike of the texture or fragrance, or a change of mind does not mean that a product is faulty.

13. No-Refund Policy

Aura operates a strict no-refund policy.

All purchases and payments are final, including:

- deposits;
- consultations;
- treatments;
- treatment courses;
- packages;
- memberships;
- gift vouchers;
- skincare products;
- promotional treatments; and
- payments made through Klarna.

Treatments that have already been provided will not be refunded because a client has changed their mind, is dissatisfied with the outcome, expected a different result or requires further treatment.

Results vary from person to person and cannot be guaranteed.

Where Aura cannot provide a booked appointment, the payment or deposit will remain on the client's account and will be transferred to a suitable replacement appointment, treatment or clinic credit.

Nothing in this policy removes any statutory rights that cannot legally be excluded.

14. Gift Vouchers

Gift vouchers are valid for the period shown on the voucher or purchase confirmation.

Gift vouchers:

- cannot be exchanged for cash;
- cannot be refunded;
- cannot be used after their expiry date;
- cannot be replaced if lost or used without permission unless Aura agrees otherwise; and
- cannot be used alongside another promotion unless expressly stated.

Gift vouchers may be used towards eligible treatments or products offered by Aura, subject to practitioner suitability and availability.

If the cost of the treatment is greater than the voucher value, the remaining balance must be paid by the client.

15. Medical Information and Client Responsibilities

Clients must provide complete, accurate and up-to-date information about their health, medical history, medication, allergies, previous treatments, pregnancy, breastfeeding and any other matter that may affect treatment suitability.

Clients must tell Aura about any relevant change before each treatment.

Aura will not be responsible for an adverse outcome caused or contributed to by information that the client failed to disclose or provided inaccurately.

Clients must follow all pre-treatment and aftercare instructions.

Clients should contact the clinic promptly if they experience an unexpected reaction, complication or concern following treatment.

In an emergency or where urgent medical attention is required, clients should contact NHS 111, their GP, 999 or attend an appropriate medical facility rather than waiting for a response from the clinic.

16. Consent and Photography

Clients must provide informed consent before treatment.

Consent may be withdrawn before treatment begins. However, the appointment, cancellation and deposit terms will still apply where appointment time has been reserved.

Aura may recommend clinical photographs before, during or after treatment. These images form part of the client's confidential clinical record and may be required to assess progress, results or complications.

Clinical photographs will not be used for marketing, social media, advertising or educational purposes without the client's separate permission.

Clients may withdraw marketing consent for future use by contacting the clinic. This will not affect any lawful use that has already taken place before consent was withdrawn.

17. Risks, Side Effects and Complications

All aesthetic and skin treatments carry potential risks, side effects and limitations.

These vary depending on the treatment and may include temporary redness, swelling, tenderness, bruising, irritation, peeling, dryness, breakouts, pigmentation changes, infection, asymmetry or an unsatisfactory cosmetic outcome.

Some treatments carry less common but more serious risks. These will be discussed where relevant during consultation and as part of the consent process.

The client is responsible for reading the information provided, asking questions and ensuring that they understand the potential benefits, limitations, risks and aftercare requirements before proceeding.

Providing consent does not remove Aura's responsibility to provide services with reasonable care and skill.

18. Review Appointments and Concerns

Where a review appointment is clinically recommended, the client should attend within the timeframe advised by the practitioner.

Clients should contact the clinic promptly if they have concerns about a treatment result or possible complication.

Aura must be given a reasonable opportunity to assess the concern before the client arranges corrective treatment elsewhere, except where urgent medical treatment is required.

Any complimentary review, adjustment or corrective treatment is subject to clinical assessment and is not automatically guaranteed.

Failure to attend within the recommended review period may limit the options available.

19. Children and Additional Guests

Children and babies are not permitted in treatment rooms or elsewhere in the clinic during appointments.

This policy is in place to protect the safety, privacy and comfort of clients, children, practitioners, staff and visitors.

Clients must arrange appropriate childcare before attending.

An appointment will be cancelled if a client arrives with a child and no suitable adult is available to supervise them away from the clinic. The deposit or prepaid treatment session will be forfeited.

Additional guests should not attend unless their presence has been agreed with the clinic in advance.

Where a client requires a carer, interpreter, chaperone or other reasonable support, they should inform the clinic before the appointment.

20. Client Conduct

We expect clients, visitors and staff to treat one another with respect.

Aura may refuse service, end an appointment or prevent future bookings where a person behaves in a way that is:

- abusive or threatening;
- discriminatory;
- sexually inappropriate;
- intimidating;
- persistently disruptive;
- dishonest or fraudulent; or
- likely to affect the safety or wellbeing of others.

Where an appointment is ended or cancelled because of a client's behaviour, the deposit or payment will be forfeited and the client may be required to leave the premises.

21. Clinic Cancellations

Aura may occasionally need to cancel, move or shorten an appointment due to practitioner illness, emergencies, equipment issues, safety concerns or circumstances outside our reasonable control.

We will provide as much notice as reasonably possible.

Where Aura cancels or moves an appointment, any deposit or payment will remain on the client's account and will be transferred to a replacement appointment, an alternative suitable treatment or clinic credit.

Aura is not responsible for unrelated expenses such as travel, parking, childcare, accommodation or loss of earnings, except where liability cannot legally be excluded.

22. Privacy and Confidentiality

Aura is committed to protecting the privacy and confidentiality of client information.

Personal and medical information will be collected, stored and used in accordance with applicable data protection laws and our Privacy Policy.

Information may be shared with appropriate healthcare professionals, insurers, regulators, legal advisers or emergency services where:

- the client has consented;
- sharing is necessary for safe treatment or continuity of care;
- Aura has a legal or regulatory obligation; or
- there is a serious concern about the safety of the client or another person.

23. Feedback and Complaints

We welcome positive and constructive feedback.

Clients should raise any concern as soon as possible so that Aura has an opportunity to investigate and respond.

Feedback or complaints may be made:

- verbally at the clinic;
- by telephone;
- through the clinic's official messaging channels; or
- by email to hello@auraaestheticsclinic.com.

We aim to handle complaints professionally, fairly and confidentially.

A complaint does not remove the client's obligation to pay for services that have been properly provided. Aura is not obligated to provide a full refund or discount due to complaints or unsatisfactory service.

24. Liability

Aura will provide its services with reasonable care and skill.

Nothing in these Terms and Conditions excludes or limits liability where it would be unlawful to do so, including liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation;
- services not provided with reasonable care and skill; or
- any statutory right that cannot legally be excluded.

Aura will not be responsible for loss or damage caused by:

- incomplete or inaccurate information provided by the client;
- failure to follow pre-treatment or aftercare instructions;
- the client using products or treatments contrary to professional advice;

- treatment provided by another clinic or practitioner;
- an unavoidable or expected side effect that was properly explained;
- events outside Aura's reasonable control; or
- loss of or damage to personal belongings brought into the clinic, unless caused by Aura's negligence.

25. Changes to These Terms

Aura may update these Terms and Conditions from time to time to reflect changes to our services, prices, booking procedures, payment methods or legal obligations.

The current version will be published at:

<https://auraaestheticsclinic.com/terms-conditions/>

The version in force when an appointment, treatment, course or product is purchased will normally apply to that purchase.

26. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

The courts of England and Wales will have jurisdiction, subject to any mandatory rights the client may have to bring proceedings elsewhere.

27. Contact Us

For questions about these Terms and Conditions, please contact:

Aura Aesthetics Clinic Ltd

40 High Street

Rochester

Kent

ME1 1LD

Email: hello@auraaestheticsclinic.com

Business WhatsApp: 07822 010753