

Terms and conditions

Privacy Policy:

Before or at the time of collecting personal information, we will identify the purposes for which information is being collected.

We will gather and use individual data singularly with the target of satisfying those reasons indicated by us and for other good purposes, unless we get the assent of the individual concerned or as required by law.

We will only hold individual data for the essential length for the satisfaction of those reasons.

We will gather individual data by legal and reasonable means and, where fitting, with the information or assent of the individual concerned.

Personal information ought to be important to the reasons for which it is to be used, and, to the degree essential for those reasons, ought to be exact, finished, and updated.

We will protect individual data by security shields against misfortune or burglary, and also unapproved access, divulgence, duplication, use or alteration.

We will promptly provide customers with access to our policies and procedures for the administration of individual data.

General Terms and Conditions:

By accessing this web site, you agree to be bound by these Terms and Conditions of Use, applicable laws and regulations. The materials contained in this site are secured by relevant copyright and trade mark law.

GENERAL INFORMATION

To book an appointment, all patients are required to provide contact details, including name, home address, telephone number and email address. To confirm your consultation and treatment, you will also be required to complete a medical history form. This will be supplied by email ahead of your first appointment. All information provided by patients will be confidential and protected in accordance with Data Protection legislation. Patient information will not be shared with third parties without written consent and you will not receive unsolicited communication from Dr Beresford. At any time, you may request to be removed from our mailing list to stop any further communication from Dr Olivia Beresford

APPOINTMENTS

Patient consultations with Dr Beresford cost £75, payable at the time of booking the consultation. The consultation fee is non-refundable and will have to be paid upfront via the website, via a payment link sent via sms or via bank transfer. Dr Beresford operates a 48-hour cancellation policy. Please provide as much notice as possible if you need to cancel or reschedule your appointment, but no less than 48 hours in advance. If you fail to attend an appointment without advising us in advance, the £75 fee will be non-refundable. If you are undergoing a course of treatment as part of a package or programme and fail to attend or do not provide 48 hours' notice of cancellation or change, the treatment will be forfeited. If you have a treatment booked and fail to attend or do not provide 48 hours' notice of cancellation or change, the treatment will be forfeited and the full amount will still be charged. If you are feeling unwell, or have a local skin infection such as a cold sore, please contact me as soon as possible to determine if you should attend the clinic for your appointment. If you are unsure of what constitutes as unwell, please call the clinic to discuss before your appointment. As a courtesy, routine review appointments are offered after treatment with Botulinum Toxin at two to three weeks. If you are unable to attend this review appointment, no additional treatment or 'top up' will be provided once the review period has passed. All new patients are seen for consultation and assessment. To provide a cooling off period, treatment is not recommended on the first visit. However, it may be provided if the patient and practitioner agree it is suitable.

CHILDREN

We do not treat children or young adults under the age of 18 without prior arrangement with a parent or guardian. Please do not bring children to the clinic unless they are old enough to be left unsupervised.

PAYMENT

Consultations with Dr Beresford are subject to a £75 fee, which is payable on upon booking. This is redeemable against treatment carried out within 28 days of consultation. Before any treatment is undertaken, patients will be advised of the full costs of any treatment proposed, including that of any maintenance treatment, and agreed with the patient.

Payment is taken in full at the time of treatment. A discretionary deposit may be taken for some treatments and in some circumstances. We clinic accept all major debit and credit cards and direct bank transfers.

REFUNDS

Fees charged for treatment are for the delivery of the treatment and the accompanying service. This includes: consultation and assessment; provision of information and advice; medically safe treatment with evidence-based products; follow-up appointments and aftercare advice as appropriate.

Dr Beresford cannot guarantee your results and therefore, cannot offer refunds if the results achieved fail to meet your expectations. However, we always undertake to provide excellent service, safe and ethical advice and expert treatment by a medical professional. All packages are to be paid in full before treatment commences and are non-refundable and non-transferrable.

FEEDBACK

Your feedback is always appreciated. Feedback is used to review and improve the quality of service we offer. You may submit feedback verbally, via email or via Google Reviews.

COMPLAINTS

We strive to give every patient the best possible experience. However, if you do wish to make a complaint, please contact the clinic as soon as possible. A copy of our Complaints Policy is available on request.

USE LICENSE

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DISCLAIMER

Dr Olivia Beresford makes no guarantees, communicated or suggested, and thus renounces and nullifies every single other warranties, including without impediment, inferred guarantees or states of merchantability, fitness for a specific reason, or non-encroachment of licensed property or other infringement of rights. Further, we not warrant or make any representations concerning the precision, likely results, or unwavering quality of the use of the materials on this web site or generally identifying with such materials or on any destinations connected to this website.

AMENDMENTS AND ERRATA

The materials being shown on Dr Beresford's web site may include typographical, or photographic mistakes. Dr Beresford does not warrant that any of the materials on its site are exact, finished, or current. We may roll out improvements to the materials contained on its site without notification. Dr Beresford does not make any dedication to update the materials.

LINKS

Dr Beresford has not checked on the majority of the websites or links connected to its website and is not in charge of the substance of any such connected webpage. Use of any such connected site is at the user's own risk.

SITE TERMS OF USE MODIFICATIONS

Dr Beresford may update these terms of use for its website at any time without notification. By using this website you are consenting to be bound by the then current form of these Terms and Conditions of Use.

GOVERNING LAW

Any case identifying with Dr Beresford's website should be administered by the English law