

NO.1  
URBAN  
AESTHETICS



IN PARTNERSHIP WITH SCIENCE

## Booking Policy

### No.1 Urban Aesthetics

(Trading as CRB Healthcare & Aesthetics Ltd)

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#### 1. Booking Appointments

All appointments at No.1 Urban Aesthetics must be **booked in advance**.

Bookings can be made via:

- Our online booking system on this website
- Telephone: **01782 444086**
- Email: **no1urbanaesthetics@gmail.com**

Appointments are offered **at our fixed clinic premises only**.

We do not provide mobile, home-visit, or pop-up services.

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#### 2. Eligibility to Book

- All clients must be **18 years or older**
  - Valid contact details must be provided at the time of booking
  - We reserve the right to decline or cancel bookings where treatment is not clinically appropriate
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#### 3. Consultations

- A **consultation is required** before all prescription or advanced aesthetic treatments
  - Some treatments require a **separate consultation appointment**
  - Booking a treatment does **not guarantee suitability**
  - Treatment may be declined following consultation for clinical or safety reasons
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#### 4. Deposits & Payments

- A **deposit is required** to secure all bookings unless stated otherwise
- Deposit amounts vary depending on treatment type

- Deposits are deducted from the total treatment cost
- Full payment is due **at or before your appointment**

Accepted payment methods:

- Card payments
  - PayPal
  - PayPal Pay in 3 (subject to PayPal's own terms and eligibility)
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## 5. Appointment Confirmations

Once booked, you will receive:

- Booking confirmation
- Appointment details
- Relevant pre-appointment information

It is your responsibility to ensure appointment details are correct.

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## 6. Cancellations & Rescheduling

Our **Cancellation Policy** applies to all bookings.

In summary:

- **48 hours' notice or more:** deposit may be transferred to a new booking
- **Less than 48 hours' notice:** deposit is forfeited
- **Failure to attend (no-show):** may result in loss of deposit or full treatment charge

Cancellations or changes must be made by phone or email.

Medical cancellations identified during consultation are handled separately and will not be penalised.

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## 7. Late Arrivals

- Please arrive on time for your appointment
  - Late arrival may result in:
    - Reduced treatment time, or
    - Appointment cancellation without refund if treatment cannot be safely completed
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## 8. Refusal or Cancellation by Us

We reserve the right to:

- Cancel or reschedule appointments due to clinical concerns, staff illness, or unforeseen circumstances
- Decline treatment where it is not safe or appropriate

Where we cancel an appointment, any payments made will be transferred or refunded.

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## 9. Booking Accuracy & Responsibility

You are responsible for:

- Booking the correct treatment
- Providing accurate medical and personal information
- Reading all booking, cancellation, and consent information

If you are unsure which treatment to book, please contact us before making an appointment.

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## 10. Legal & Consumer Rights

This policy operates alongside:

- Our **Terms & Conditions**
- Our **Cancellation Policy**
- Your statutory rights under UK consumer law


Nothing in this policy affects your legal rights.

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## 11. Contact Us

For booking enquiries or assistance:

 **no1urbanaesthetics@gmail.com**

 **01782 444086**

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### **CRB Healthcare & Aesthetics Ltd**

Company No. 16322652

Trading as No.1 Urban Aesthetics