

TERMS AND CONDITIONS

My Cosmetic Doctor Ltd
Last updated: May 2026

These Terms & Conditions explain the basis on which My Cosmetic Doctor Ltd provides consultations, treatments and services. By booking an appointment, you agree to these terms.

ABOUT US

“My Cosmetic Doctor”, “we”, “our” or “us” refers to My Cosmetic Doctor Limited.

Clinic sessions take place in Birmingham, including at:

Chamberlain Clinic
81 Harborne Road
Edgbaston
Birmingham
B15 3HG

Chamberlain Clinic provides reception and premises services during clinic sessions.

BOOKINGS & CARD DETAILS

We use a secure online booking system (Glowday) to manage appointments.

When booking an appointment, card details are required to secure the booking, however no payment is taken at the time of booking.

Your card will only be charged if our cancellation or missed appointment policy is breached.

By booking an appointment and providing card details, you authorise My Cosmetic Doctor to charge the applicable late cancellation or missed appointment fee if the policy is breached.

We reserve the right to refuse or cancel bookings at our discretion.

APPOINTMENT CANCELLATION & RESCHEDULING POLICY

We operate a 72-hour cancellation policy for all appointments.

We kindly ask for at least 72 hours' notice if you need to cancel or reschedule your appointment.

Late cancellation & missed appointment fees

Because appointment times are reserved exclusively and clinic facilities and clinical products are arranged in advance, the following fees apply:

- More than 72 hours' notice → No charge
- Less than 72 hours' notice → £50 late cancellation fee
- Less than 24 hours' notice or missed appointment → £50 missed appointment fee

These fees will be charged to the card provided at the time of booking.

Repeated missed appointments may result in refusal of future bookings.

Appointments will not be confirmed without card details confirmation at time of booking.

LATENESS POLICY

Please contact us if you expect to be late.

If you are more than 10 minutes late, we may need to:

- Shorten the appointment
- Reschedule the appointment
- Cancel the appointment

Appointments cancelled due to lateness will result in the £50 missed appointment fee being charged to the card on file.

CONSULTATIONS & FEES

All injectable treatments require a full medical consultation.

Consultation fee

A £65 consultation fee is payable on the day of your appointment.

The consultation fee is:

- Redeemable against injectable treatments only
- Not redeemable against skincare products or chemical peels
- Non-refundable once the consultation has taken place

Treatment may or may not be carried out on the same day depending on clinical suitability and time availability.

We reserve the right to decline treatment where it is not clinically appropriate or safe.

TREATMENT REVIEWS & FOLLOW-UP

A review appointment may be offered 2–3 weeks after treatment.

- Anti-wrinkle dose adjustments within the review period are included where clinically appropriate.
- Additional dermal filler is chargeable.
- Reviews requested after 4 weeks may be chargeable.

If you have concerns following treatment, you must contact us promptly so we can assess and advise.

COMPLICATIONS & CORRECTIVE TREATMENT

All medical and aesthetic procedures carry risks.

If complications occur, we will provide appropriate medical care and advice. Some complication management treatments may incur additional charges.

Dissolving dermal filler is a chargeable treatment.

REFUNDS POLICY

All treatments and medical-grade skincare products are non-refundable.

However, we are committed to patient satisfaction and will always aim to address concerns appropriately.

PATIENT RESPONSIBILITIES

You must:

- Provide full and accurate medical information
- Inform us of any changes to your health or medication
- Follow all aftercare advice and instructions

We cannot accept liability where complications arise due to withheld or inaccurate medical information or failure to follow aftercare advice.

CHILDREN, VISITORS & PETS

To maintain safety, hygiene and privacy:

- Children must not attend appointments unless supervised by another adult
- Pets are not permitted in treatment rooms
- Please attend alone unless a chaperone is required and agreed in advance

Clinic premises may operate CCTV for safety and security.

PERSONAL BELONGINGS

We cannot accept responsibility for loss or damage to personal belongings brought to clinic premises.

INFECTIOUS ILLNESS POLICY

Please do not attend your appointment if you have symptoms of a contagious illness (such as flu, COVID-19 or similar infections).

If you are unwell, contact us and we will reschedule your appointment.

LIMITATION OF LIABILITY

Nothing in these terms limits liability for death or personal injury caused by negligence.

To the fullest extent permitted by law, we are not liable for:

- Indirect or consequential losses
- Loss of earnings or business
- Dissatisfaction where treatment was carried out appropriately and safely

COMPLAINTS

We aim to provide a high standard of care.

If you are unhappy with any aspect of your treatment, please contact us:

Email: mycosmeticdr@gmail.com

We will acknowledge complaints and aim to resolve them promptly and fairly.

CHANGES TO TERMS

We may update these Terms & Conditions from time to time.
The latest version will always be available on our website.