

The Babington Clinic – Terms & Conditions (2025)

Effective from: 24/04/25

Last reviewed: 2022

Emma Goldsmith

1. Introduction

These Terms & Conditions apply to all treatments and services provided by The Babington Clinic. By booking an appointment, you confirm that you have read, understood, and agree to these terms.

We are a nurse-led aesthetics Clinic committed to safe, ethical and evidence-based care, delivered within our professional scope of competence and guided by the NMC Code of Conduct.

2. Eligibility and Patient Responsibility

- You must be 18 years or older to receive any treatment.
- Proof of age may be requested.
- Patients must provide honest and accurate medical history, including details of allergies, medications, or previous treatments.
- We reserve the right to refuse or postpone treatment if it is deemed unsafe, inappropriate, or not in the patient's best interest.

3. Booking, Deposits, and Payments

- To secure your appointment, card details are required at the time of booking. In line with my chosen Glowday booking policy, your card may be charged in the event of a late cancellation or non-attendance. By booking through the Glowday system, you agree to these terms and the associated fees.
- Full payment is required at the time of treatment.
- Payments are accepted via credit and debit cards.

4. Cancellations and No-Shows

- A minimum of 48 hours' notice is required to reschedule or cancel your appointment.
- Late cancellations may result in the charge of a fee as per Glowday booking policy.
- Missed appointments without notice may be charged with a no-show fee as per Glowday booking policy.

5. Communication and Appointment Changes

Please note:

We do not manage appointment changes via social media, WhatsApp, text or email.
All changes must be made via our secure online booking system.

6. Consultation and Consent

- All patients must attend a full consultation before treatment.
- Informed consent is essential before any procedure. You will be given digital consent forms that outline the treatment, risks, and benefits, which are reviewed and signed at each visit.
- Consent is an ongoing process and can be withdrawn at any time.
- We believe in full transparency: no treatment is risk-free, and we explain all potential complications—including rare but serious risks like vascular occlusion.

7. Patient Records, Data Protection, and GDPR

- At registration, you will complete a secure online form, which is reviewed and updated at each appointment.
- We store your full medical record, including treatment notes, batch numbers, techniques used, and consent forms.
- All data is handled in line with UK GDPR and ICO guidelines.
- The clinic's named Data Protection Officer is Emma Goldsmith.
- Records are securely stored for a minimum of 8 years after your final treatment.

8. Infection Control and Cleanliness

- All equipment is either single-use or cleaned in accordance with infection control standards.
- We maintain a clean, clinical environment and carry out regular audits.
- Clinical waste is disposed of according to local regulations.

9. Emergency Preparedness and Patient Safety

- The clinic is equipped with an emergency kit, including adrenaline and sterile supplies.
- Staff are trained in Basic Life Support (BLS) and the management of common complications.
- Emergency medications and kits are checked monthly for stock and expiry.

10. Aftercare and Follow-Up

- You will receive verbal and written aftercare instructions following your treatment.
- Patients are encouraged to contact the clinic with any concerns as soon as possible.
- Where appropriate, follow-up appointments are offered as part of your care plan.

11. Results, Expectations and Refunds

- Results vary. Aesthetic outcomes depend on individual anatomy and response.
- We do not guarantee specific results.
- Fees cover the service and professional time—not the outcome.
- No refunds are given once treatment has been delivered.

12. Professional Standards and Continuing Development

- All treatments are delivered by a healthcare professional working within their scope of practice.
- We maintain a professional portfolio, conduct regular CPD, and audit our work to meet national standards.
- We uphold our Duty of Candour and will always act with honesty, integrity, and transparency if something goes wrong.

13. Confidentiality and Respect

- Your privacy is a priority. Confidential information is only shared with consent or when required by law.
- Patients and staff are expected to treat each other with dignity and respect. Abusive behaviour will not be tolerated.

14. Feedback and Complaints

We welcome your feedback. Please refer to our separate Complaints Policy for full guidance on how to raise a concern.

15. Amendments to Terms

These terms may be updated at any time. Any major changes will be shared with you via email or at your next appointment.