The Babington Clinic

Terms & Conditions 07/10/26

1. Introduction

These Terms & Conditions apply to all services provided by The Babington Clinic. By booking an appointment, purchasing a treatment, or attending the clinic, you confirm that you have read, understood, and agreed to these Terms & Conditions.

These Terms do not affect your statutory consumer rights.

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2. Eligibility and Age Restrictions

- All clients must be aged 18 years or over.
- Valid photographic identification may be requested.
- Treatments are provided only following an appropriate consultation and suitability assessment.
- The clinic reserves the right to refuse or defer treatment if it is deemed clinically inappropriate or unsafe.

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3. Appointments and Consultations

- Every appointment includes a consultation.
- Treatment plans, costs, and duration may change following consultation and assessment.
- A consultation does not guarantee treatment.
- Separate consultation appointments are available for new clients if preferred.

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4. Pre-Appointment Requirements

- Clients are required to complete all requested medical history and consent forms promptly after booking, preferably within 7 days of booking.
- Forms must be completed before the appointment to allow appropriate pre-assessment and ensure safety.
- Failure to complete forms may result in treatment being delayed, shortened, or rescheduled.
- No clients will be onboard that are also patients at Bruton GP surgery due to potential for conflict of interest.
- In the rare event the clinic cancels an appointment due to incomplete forms, any deposit paid will be refunded.

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5. Attendance and Client Responsibilities

- Clients must attend appointments alone. Children are not permitted on the premises.
- Clients are responsible for arriving on time. Late arrival may result in inability to proceed; this is normally proportionate to the nature of the appointment time allowance and intended content of the session for example no later than 5 minutes for a 15 minute review or 15 minutes late for a 45 minute appointment.
- Late arrivals may still be charged in full as above.
- Clients are responsible for checking emails and text messages for appointment information and updates and emails often end up in junk/spam mail.

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6. Deposits, Cancellations and No-Shows

- A deposit is required at the time of booking and is deducted from the treatment cost on the day of the appointment. If a separate consultation appointment is undertaken and paid for, this is not then redeemable as payment against a future treatment appointment.
- Deposits are non-refundable if an appointment is cancelled with less than 72 hours 'notice or in the event of a no-show. This reflects the clinic's reasonable costs and losses incurred because of late cancellation.
- Appointments cancelled with at least 72 hours 'notice will have the deposit refunded or transferred to the clinic's discretion, acting reasonably and in the patient's best interests.
- Failure to attend an appointment without notice will result in loss of the deposit.
- Repeated late cancellations or no-shows may result in refusal of future bookings.

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7. Fees and Payments

- Full payment for treatment is due on the day of the appointment unless otherwise agreed.
- Prices are subject to change, but confirmed bookings will be honoured at the agreed price.
- No refunds are offered once treatment has been delivered, except where required by law.

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8. Treatment Outcomes and Aftercare

- All treatments carry risks and potential side effects, which will be discussed during consultation.
- Results vary between individuals and cannot be guaranteed.
- Clients must follow all aftercare instructions provided and contact the Clinic as instructed with any concerns following treatment within a reasonable timeframe and via email.
- The clinic is not responsible for adverse outcomes resulting from failure to follow aftercare advice or from undisclosed, incomplete, or inaccurate medical information.

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9. Photography and Clinical Records

- Clinical photographs may be taken for medical records and insurance purposes.
- Photographs will not be used for marketing without explicit written consent.
- Consent for marketing use may be withdrawn at any time.
- Clinical records are maintained securely in line with data protection legislation.

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10. Data Protection and Marketing

- Personal data is handled in accordance with UK GDPR and relevant data protection legislation.
- Clients may receive communications relating to appointments, aftercare, and clinic updates.
- Email is the preferred method of communicating with the Clinic and not social media or text/whatsapp.
- Marketing communications are optional and consent may be withdrawn at any time.

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11. Professional Standards and Clinical Governance

- The clinic operates in line with recognised professional standards, including those set out by the NMC and other relevant professional bodies.
- Treatments are delivered within the practitioner’s scope of competence and supported by appropriate training and continuing professional development.

- The clinic maintains written policies, procedures, and audit processes to support patient safety, infection control, record keeping, consent, and incident management.
- In the event of an unexpected outcome or complication, the clinic will act in line with its duty of candor, providing honest explanations, appropriate support, and onward referral where required.

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12. Behaviour and Zero Tolerance Policy
    - The Babington Clinic operates a zero-tolerance policy towards abusive, aggressive, discriminatory, or inappropriate behaviour.
    - This includes behaviour in person, by phone, email, or online.
    - The clinic reserves the right to refuse treatment, terminate ongoing care, or decline future bookings. Fees may still apply where appropriate.

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13. Health, Safety and Premises
    - The clinic operates in line with health and safety legislation.
    - Smoking and vaping are not permitted anywhere on the premises.
    - Pets are not permitted within the clinic.
    - Clients must follow all health and safety instructions while on the premises.
    - The premises include stairs and may not be suitable for all clients.
    - Toilet facilities are available.
    - Clients with accessibility needs are encouraged to contact the clinic in advance so suitability can be discussed.
    - Frome town parking information is available online and clients are responsible for allowing sufficient time to park and ensure they have enough time allocated.

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14. Treatment Packages
    - Treatment packages are offered at a discounted rate and must be used within the stated validity period of 6 months.
    - Packages are non-transferable and may only be used by the named client.
    - No refunds are offered for partially used packages.
    - The clinic reserves the right to refuse treatment within a package if it becomes clinically inappropriate.

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15. Prepaid Treatments

- Prepaid treatments are non-refundable once purchased.
- Prepaid treatments must be used within the stated validity period of 6 months.
- All prepaid treatments remain subject to consultation and clinical suitability at the time of treatment.
- If a treatment becomes unsuitable for medical reasons, an alternative treatment or credit may be offered at the clinic's discretion, acting reasonably and in the patient's best interests.

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16. Gift Cards and Vouchers

- Gift cards are non-refundable and non-exchangeable for cash.
- Gift cards must be used by the stated expiry date.
- Gift cards may be used as full or part payment for treatments, subject to suitability.
- The clinic is not responsible for lost or stolen gift cards.

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17. Before and After Campaigns and Portfolio Appointments

- Treatments offered as part of before and after campaigns or portfolio appointments may be subject to specific conditions.
- Participation may require consent for clinical photography and, where agreed, marketing use.
- The clinic reserves the right to withdraw campaign participation at any stage.
- Standard consultation, consent, and safety procedures apply at all times.

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18. Review and Follow-Up Appointments

- Review appointments may be recommended as part of treatment planning. It is the client's responsibility to ensure when they book a treatment they are available to contact the Clinic for any potential complication or follow up required in the period following treatment.
- Attendance at review appointments is the client's responsibility.
- Review appointments do not guarantee further treatment.
- Any additional treatment is subject to clinical assessment and additional cost unless otherwise stated.

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19. Liability

- Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or any matter that cannot be excluded by law.
- Subject to this, and to the fullest extent permitted by law, the clinic's liability is limited to the amount paid for the treatment in question.
- The clinic is not liable for indirect or consequential losses.

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20. Complaints

If you are unhappy with any aspect of your care, please refer to the clinic's Complaints Policy, available on the website or on request.

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21. Amendments

The Babington Clinic reserves the right to amend these Terms & Conditions at any time. The version in force at the time of booking will apply.

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The Babington Clinic

Complaints Policy February 2026

1. Our Commitment

The Babington Clinic is committed to providing safe, professional, and high-quality care. Feedback and complaints are welcomed and treated seriously.

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2. Raising a Concern

- Concerns should be raised as soon as possible to allow prompt resolution.
- Concerns may initially be raised verbally. If unresolved, a formal complaint may be submitted in writing via email.

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3. How to Make a Formal Complaint

Formal complaints should include:

- Full name and contact details
- A clear description of the concern
- Relevant dates and treatments
- Any supporting information available

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4. Acknowledgement and Response

- Written complaints will be acknowledged within 3 working days.
- A full response will normally be provided within 10 working days.
- Where complaints are complex or require further investigation, response times may be extended and patients will be kept informed of progress.

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5. Investigation and Resolution

- Complaints are reviewed fairly, objectively, and confidentially.
- Complaints are managed by the Clinic Owner and Lead Practitioner.
- The clinic may provide an explanation, propose remedial action, or arrange a follow-up consultation where appropriate.

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6. Duty of Candor and Learning

- Where a complaint identifies an error, adverse event, or opportunity for improvement, the clinic will act openly and honestly, in line with its duty of candor.
- Complaints are reviewed not only to resolve concerns, but also to inform learning, improve practice, and enhance patient safety.

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7. Confidentiality and Records

- All complaints are handled confidentially.
- Records are stored securely in line with data protection and professional requirements.

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8. Referral to Insurers

Where a complaint cannot be resolved through the clinic’s internal complaints process, or where it raises issues of clinical risk or potential liability, the matter may

be referred to the clinic’s professional indemnity insurer for advice, support, or further handling.

This does not affect the patient’s right to escalate their complaint to an appropriate external body.

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9. Escalation

If you remain dissatisfied after the internal complaints process has been completed, you may be entitled to escalate your complaint to an appropriate external body, such as the Cosmetic Redress Scheme, where applicable.

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10. No Detriment

Raising a complaint will not affect your future care or access to services.
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