

Terms of Service

Purpose of These Terms

These Terms of Service set out the terms and conditions under which Harley Street Clinic Surrey provides consultations, treatments and surgical procedures.

Please read these terms carefully before booking any appointment or procedure. By booking with Harley Street Clinic Surrey, you confirm that you have read, understood and accepted these terms.

Appointments

1. Harley Street Clinic Surrey practitioners are trained and approved in accordance with the clinic's treatment protocols, governance standards and scope of practice. While we will always aim to accommodate requests for a particular practitioner, treatment with a specific clinician cannot be guaranteed.
2. If you are unable to attend your appointment, please contact the clinic as soon as possible by telephone or email. Adequate notice must be provided in accordance with our cancellation policy. Failure to provide sufficient notice may result in loss of deposit, treatment fee or cancellation charges.
3. Patients are required to arrive at least 15 minutes prior to their appointment to allow time for registration, paperwork and clinical preparation. Patients arriving more than 10 minutes late may have reduced treatment time or may forfeit their appointment entirely, at the clinic's discretion.
4. In the unlikely event Harley Street Clinic Surrey is required to cancel or reschedule an appointment, we will make every effort to provide notice as soon as possible and arrange an alternative appointment. No charges will be incurred in such cases.

5. Children under the age of 16 must not be left unattended within the clinic at any time. Children are not permitted to attend appointments unless accompanied by another responsible adult who is not undergoing treatment. Failure to comply may result in cancellation of the appointment.

Deposits

1. A deposit may be required to secure consultations, treatments and procedures.
 2. Deposits are non-refundable unless otherwise stated in writing.
 3. Deposits may be forfeited in the event of late cancellation, non-attendance or failure to comply with clinic policies.
 4. Deposit values and payment terms will be confirmed at the time of booking.
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Consultations

1. Consultations are charged at the applicable rate, which will be confirmed at the time of booking.
 2. Consultation fees are payable in advance and are non-refundable within 72 hours of the appointment.
 3. Consultation fees may be redeemable against treatment booked at Harley Street Clinic Surrey, where applicable, for up to 6 months from the original consultation date unless otherwise stated.
 4. Consultation fees are non-transferable between patients.
 5. Attendance at a consultation does not guarantee suitability for treatment or surgery.
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Non-Surgical Treatments

1. All patients will undergo consultation and assessment prior to treatment to determine suitability and clinical appropriateness.
 2. Harley Street Clinic Surrey reserves the right to decline treatment where it is considered unsuitable, unsafe, or unlikely to achieve an appropriate clinical outcome.
 3. If treatment is deemed unsuitable, the reasons will be explained and, where appropriate, alternative treatment options may be discussed.
 4. Results from non-surgical treatments vary between individuals and cannot be guaranteed.
 5. Treatment courses, packages and promotional offers are non-refundable unless otherwise required by law.
 6. Unused treatments within a course or package may not be exchanged for cash.
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Surgical Procedures

1. A non-refundable deposit of 50% of the total procedure cost is required to secure all surgical bookings.
2. Surgical procedure dates are not confirmed until the deposit has been received.
3. The remaining balance must be paid in full no later than 7 days prior to the scheduled procedure date.
4. Failure to settle the remaining balance within the required timeframe may result in cancellation of the procedure and loss of deposit.
5. Surgical bookings are subject to the clinic's Surgical Cancellation Policy.
6. Surgical fees include surgeon time, theatre allocation, clinical staffing and standard consumables as outlined in the treatment plan.
7. Surgical outcomes vary between individuals and no guarantee can be made regarding aesthetic outcome, healing, recovery time or scar maturation.
8. Attendance at consultation and payment of deposit does not guarantee surgery if, in the opinion of the surgeon or medical team, the procedure is no longer considered clinically appropriate or safe.
9. Harley Street Clinic Surrey reserves the right to postpone or cancel surgery on clinical or safety grounds.
10. Where surgery is cancelled by the clinic or surgeon for clinical reasons, the patient will be offered an alternative date or appropriate refund.

Surgical Cancellation Policy

1. Surgical bookings require dedicated theatre time, surgeon allocation, staffing, consumables and pre-operative preparation. For this reason, surgical cancellations are subject to stricter terms.
 2. More than 14 days before surgery: patients may reschedule once without loss of deposit, provided the new date is booked within 3 months. Deposits remain non-refundable.
 3. 7–14 days before surgery: cancellation or rescheduling within this period will result in loss of the 50% deposit.
 4. Less than 7 days before surgery: cancellation within this period will result in loss of all monies paid.
 5. Less than 24 hours before surgery, non-attendance, cancellation due to change of mind, personal circumstances, transport disruption, or failure to follow pre-operative instructions will result in 100% of fees paid being retained by the clinic.
 6. Exceptions may only be considered where cancellation is medically necessary and supported by appropriate medical evidence. Any refund, transfer or credit remains entirely at the discretion of the clinic.
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Payments and Refunds

1. Full payment terms will be confirmed prior to treatment.
 2. All payments for treatments and procedures are subject to the clinic's cancellation and refund policies.
 3. Refunds will not be issued for:
 - completed treatments or procedures,
 - dissatisfaction where treatment was delivered appropriately and consented,
 - change of mind,
 - partially used treatment courses or packages,
 - missed appointments or non-attendance.
 4. Any refund, credit or goodwill gesture remains entirely at the discretion of Harley Street Clinic Surrey unless otherwise required by law.
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Liability

1. It is the patient's responsibility to provide full and accurate medical history, including medications, allergies and relevant health conditions.



2. Harley Street Clinic Surrey accepts no liability for complications, adverse outcomes or delays in healing arising from failure to disclose relevant medical information.
 3. Patients agree to follow all pre-treatment, post-treatment and aftercare instructions provided by the clinic.
 4. Harley Street Clinic Surrey accepts no liability for adverse outcomes resulting from failure to follow aftercare advice or clinical guidance.
 5. Nothing in these terms excludes liability where it cannot lawfully be excluded under applicable law.
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Complaints

1. Harley Street Clinic Surrey is committed to delivering safe, compassionate and professional care.
 2. If you have concerns regarding your treatment or experience, you may raise a complaint in person, by telephone or in writing.
 3. Complaints will be managed in accordance with the clinic's Complaints Policy.
 4. A written response will usually be provided within 20 working days. Where further investigation is required, an update and revised timeframe will be provided.
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Privacy and Confidentiality

All patient information is handled in accordance with applicable UK data protection legislation and the clinic's Privacy Policy.

Governing Law

These Terms of Service are governed by the laws of England and Wales.

Any disputes arising in connection with services provided by Harley Street Clinic Surrey shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Harley Street Clinic Surrey

www.hsharleystreetclinic.com

Registered in England and Wales

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