



elate health



E L A T E H A I R

Terms & Conditions Policy

Dear Patient,

Thank you for your custom at Elate Health and Elate Hair.

Below you will find the details of our term and conditions and policies and procedures as of August 2016. Please take the time to read over these prior to your consultation with the doctor.

Should you have any questions please do not hesitate to contact us.

We look forward to seeing and taking care of you in our clinics.

The Elate Team

BOOKINGS

In order to make a booking for any of the clinics please call the Birmingham Office on either 0121 455 6705 or 07854 999886 between the hours of 10am - 6pm, Monday - Friday and 10am - 3pm on Sunday

Although the Doctor is available to discuss treatments and all medical inquiries, he is unable to book appointments into the diary and we request you call Reception to do this. Please do not discuss appointment times with the Doctor.

CONSULTATIONS & FEES

At Elate we pride ourselves on our full extensive medical consultations. You will not be seen by a nurse or Patient Practitioner, instead our specialist doctors personally spend their time discussing your concerns with you and tailor a personalised, bespoke treatment plan, which will be created for your individual needs.

Aesthetic consultations are subject to a £100 booking fee. This payment must be made when booking your appointment. This fee will be deducted from the treatment price if a treatment is undertaken but is non-refundable in any other circumstance. Cancellations will not be refunded.

Hair consultations are £150 and this payment must be made when booking your appointment. This fee will be deducted from the treatment price if a treatment is undertaken but is non-refundable in any other circumstance. Cancellations will not be refunded.

At Harley St all consultations are subject to a £150 consultation fee. This payment must be made when booking your appointment. This fee will be deducted from the treatment price if a treatment is undertaken but is non-refundable in any other circumstance. Cancellations will not be refunded.

All follow on consultations required within your treatment period are included in your treatment plan price that is agreed and paid for at the beginning of your treatment. Therefore if you are already on a treatment plan follow up consultations are not charged. However, any missed appointments during this period will be charged at £100 if not cancelled at least 72 hours before the appointment.

Please note any missed appointments cannot be refunded.

OTHER PRIVATE SPECIALIST CONSULTANT APPOINTMENTS...

Elate often works with Private Specialist Consultants. Although we are happy to make your appointments with these specialists, these consultations are subject to separate fees, terms and conditions. Please ask for confirmation when making your booking.

TREATMENTS WITH THE THERAPIST...

Our trained Therapists are only available in the Birmingham Office for both Electrolysis for hair removal and massage therapy. To make an appointment please call the Birmingham office on either 0121 455 6705 or 07854 999886.

Should you wish to cancel your appointment you must give a minimum of 48 hours' notice. All cancelled appointments are subject to a £20 cancellation fee.

TREATMENT PLAN...

Following on from your initial consultation, you will be given a Treatment Plan. This plan will outline the treatment the doctor recommends for you, based on your initial consultation and additional discussions you may have had with the doctor. Should you wish to clarify or discuss the plan you will be able to do so prior to any treatment and before payment. Please allow five working days for the treatment plan.

Our doctors will assess whether treatment is suitable for you, the likely medical outcome and aesthetic result prior to any treatment being carried out. If the doctor does not feel the treatment is appropriate you will be informed at the initial consultation. You will only be liable for the cost of the initial consultation, where applicable.

Any future treatments will require a separate treatment plan and separate fees will apply.

PAYMENT POLICY...

Payment for treatments must be made in full in advance of all treatments unless a finance agreement has been taken and finance plan option is in place. Elate can help you in the application and processing of your finance agreement. However, all financial agreements are with an external company and their terms and conditions will apply. These can be found on their website and will be issued to you when you enter into a contract with them. All invoices will be issued with your treatment plan.

Elate reserves the right to terminate or postpone any treatment it deems necessary, should the client fail to make payment.

MEDICAL QUESTIONS...

Dr Max Malik is available between 10am - 6pm Monday to Saturday unless in clinic or operating or teaching. If you are unable to get through to him on either 0121 455 6705 or 07967 913050, please leave a message and he will get back to you within 48 hours.

In the case of an urgent medical concern outside of these hours please call him on 07967 913050, also please send a text message for any urgent issues.

All non-medical questions and finance or payment enquiries should be addressed to the Administration Team on: 0121 455 6705.

TREATMENT VOUCHERS...

The treatment voucher can be used against any non-medical treatment as may be appropriate after discussion and consultation with our Elate Specialists.

The Elate Specialist will have the final say in the treatment, its appropriateness and suitability. Suitability to undergo any treatment will be subject to the final judgment of the Elate specialist.

The treatment must be redeemed within 2 months of voucher being issued. If the voucher has not been taken up by this date, it cannot be claimed after this date. The voucher is non-transferable and cannot be split between individuals. This voucher is only redeemable in the Edgbaston, Birmingham clinic.

COMPLAINTS PROCEDURE...

Elate prides itself on its customer satisfaction and will always treat its patients fairly. We welcome feedback and are happy to take this verbally, by telephone or in writing. If you require any assistance in providing feedback or making a complaint our staff will be happy to assist you.

All feedback and complaints should be made in the first instance to the Practice Manager. Should you feel that the matter is not being dealt with appropriately, please email the Elate Business Director directly on saba@elatehealth.co.uk. A detailed investigation into your complaint will be carried out. We may require you to attend an additional consultation with the doctor if this is deemed suitable. If you are not satisfied with the outcome or have an objection the Medical Director will review your case.

