



Dear Patient,

Thank you for your custom at Elate Health.

Below you will find the details of our Terms and Conditions and policies and procedures as of January 2019. Please take the time to read over these prior to your consultation with the Clinician.

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 Health Team



BOOKINGS

To make a booking for any of the clinics please call the Birmingham Office on 0121 777 2888 between the hours of 10am - 7pm, Monday - Friday and 10am - 3pm on Saturday. During busy periods, please leave a message and we will get back to you within 48 hours during working hours. Alternatively, please email us on info@elatehealth.co.uk.

During your consultation, the clinician is available to discuss treatments and all medical inquiries, she / 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 clinician.

CONSULTATIONS & FEES

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

You will be informed of your fees at the point of booking depending on your needs. Payment is to be made in advance of treatment.



Please note any missed appointments cannot be refunded. Should you wish to cancel your appointment you must give a minimum of 72 hours' notice. A refund will not be given, should you cancel with less than 72 hours' notice. We will reschedule appointments at no additional charge if we receive a minimum of 48 hours' notice. With less than 48 hours' notice, the fees cannot be transferred to another booking slot.

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 Health 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.

Elate Health reserves the right to terminate or postpone any treatment it deems necessary. Please note: our prices are our own. There may be clinics that are cheaper or more expensive, please ensure you take the time to do your research and compare like for like. Of course, as with any medical consent it is possible for you to change your mind at any time prior to the commencement of treatment. Once treatment has commenced, the cost or the product value cannot be changed. The financial agreement must be understood and agreed to. Should you decide to cancel treatment at this stage, a fee of 30% of the total treatment price will apply and deducted in addition to any costs incurred and medical sessions carried out up until this point.



All non-medical questions and finance or payment enquiries should be addressed to the Administration Team on: 0121 777 2888.

TREATMENT PLAN

Following on from your initial consultation, you will be given a Treatment Plan. This plan will outline the treatment the clinician 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.

Treatment plans and prices are valid for three months, after which time a review will be required.



COMPLAINTS PROCEDURE

Elate Health 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 Business Director directly on saba@elatehealth.co.uk. A detailed investigation into your complaint will be carried out.

COMMENCEMENT OF TREATMENT

By commencing with treatment, you acknowledge and accept these terms and conditions in full.