

Booking Policy – NEWBY Skin Clinic

1. Agreement to Terms

By confirming a booking with NEWBY Skin Clinic, you enter into a legally binding agreement and accept all terms outlined in this Booking Policy.

2. Acceptance Prior to Booking

By completing an online booking, paying a deposit, or confirming an appointment, you acknowledge that you have read, understood, and agreed to this Booking Policy in full.

3. Consultation Form Consent

By signing the consultation form prior to or at your appointment, you provide written confirmation that you accept and agree to this Booking Policy. This constitutes additional legally binding consent to all terms, including cancellation and forfeiture conditions.

4. Deposits and Payments

A deposit or full payment is required to secure your appointment. This payment confirms your commitment to attend and reserves clinic time exclusively for you.

5. Cancellation and Rescheduling

A minimum of 72 hours' notice is required to cancel or reschedule an appointment.

6. Late Cancellation, No-Show & Forfeiture

If you cancel, reschedule, or fail to attend your appointment without providing at least 72 hours' notice, you agree to forfeit 100% of the appointment fee. This includes any deposits or full payments made.

7. Genuine Pre-Estimate of Loss

This charge represents a genuine pre-estimate of loss incurred by NEWBY Skin Clinic due to the inability to reallocate the reserved appointment time, loss of business opportunity, and operational costs.

8. Fairness and Consumer Rights

This policy is designed to be fair and transparent in accordance with the Consumer Rights Act 2015. By agreeing to this policy, you acknowledge that the terms are reasonable and proportionate.

9. Refusal of Future Bookings

Repeated missed appointments or breaches of this policy may result in refusal of future bookings at the clinic's discretion.

10. Exceptional Circumstances

Exceptions may be made solely at the discretion of NEWBY Skin Clinic. Supporting evidence may be required.

11. Changes to Policy

NEWBY Skin Clinic reserves the right to amend this policy at any time. The version in effect at the time of booking will apply.

Effective Date: April 2026