

Terms and Conditions – NEWBY Skin Clinic

1. Introduction

These Terms apply to all treatments and services provided. By booking or receiving treatment, you agree to these terms.

2. Booking & Cancellation

Appointments may require a deposit. Cancellations under 24 hours may result in loss of deposit or full charge.

3. Medical Consultation & Consent

All clients must complete a consultation and provide accurate medical history. Written informed consent is required prior to treatment.

4. Age Verification

All clients must be 18 or over. Valid ID may be requested. Treatment will not be provided to minors.

5. Prescription-Only Treatments

Certain treatments (e.g. anti-wrinkle injections) require a prescription. These will only be administered following assessment and approval by a qualified prescriber. Treatment is not guaranteed.

6. Patch Testing & Contraindications

Where required, patch testing must be completed prior to treatment. Clients must disclose allergies, medical conditions, medications, and contraindications. Failure to do so may result in refusal of treatment or increased risk.

7. Complications & Risk

All aesthetic treatments carry risks including swelling, bruising, infection, vascular complications, or unsatisfactory outcomes. While all reasonable care is taken, results cannot be guaranteed.

8. Complication Management

In the event of a complication, clients must contact the clinic immediately. Appropriate medical advice or treatment will be provided where possible. Additional costs may apply depending on the nature of the complication.

9. Aftercare

Clients must follow all aftercare advice. Failure to comply may affect results and limit any follow-up care provided.

10. Photography Consent

Clinical photographs may be taken for medical records. With explicit consent, images may be used for marketing. Consent can be withdrawn at any time.

11. Payments & Refunds

Payments are due at time of treatment. Deposits are non-refundable. Refunds are not provided for completed treatments.

12. Emergency & After-Hours

The clinic does not provide 24/7 emergency care. In case of urgent medical concerns, clients must seek immediate medical attention via NHS 111, GP, or emergency services.

13. Liability

The clinic is not liable for complications arising from failure to disclose medical information or follow aftercare.

14. Data Protection

All personal data is handled in accordance with UK GDPR and our Privacy Policy.

15. Changes to Terms

We reserve the right to update these terms at any time.

Effective Date

8 April 2026