



TERMS AND CONDITIONS

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Cosmetic Surgery of The Royal Liver Building works with several third parties to provide services to patients. Certain services provided in our clinic may be offered by such third parties, and in these cases, your details may be referred to them to help with your enquiry.

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- Display the pages of the website on your computer screen.
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ACCESSIBILITY

Cosmetic Surgery of The Royal Liver Building has endeavoured to make its website accessible to all users and compliant with relevant legislation and W3C Web Content Accessibility Guidelines.

We welcome comments on how we can improve accessibility. If you have any accessibility problems, please email our Client Care Centre indicating the nature of the problem, preferred format for replies, and contact details.

ONLINE BOOKING

When booking your consultation via our online booking system, you are entering into a direct contract with Cosmetic Surgery of The Royal Liver Building, as the services are provided directly by us and not by a third party. To make a booking, you must:

- Be over 18 years of age and have the legal capacity to enter into a contract.
- Accept financial responsibility for all transactions made under your name.
- Ensure that all information provided is true and accurate.

Your booking is not complete or legally binding until all requirements (including card validation over the phone) are fulfilled and a confirmation email is received. Once the booking is confirmed, you are liable for any charges applied should you fail to meet the terms of the contract.

TERMS OF CONTRACT/APPOINTMENT CANCELATION POLICY

Appointments:

- Provide at least 48 hours' notice if you wish to cancel your consultation appointment or if you are unable to attend.
- Cancellations must be made via phone only by calling the Patient Bookings Department.
- Arrive at the agreed appointment time.
- Provide your card details for a maximum withdrawal of £50 should you fail to attend or give 48 hours' notice.



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- Ensure £50 will be available for withdrawal from this account if you miss the appointment or do not give 48 hours' notice.
- Ensure that the information provided via the online booking tool is honest and accurate.
- Be the cardholder or have the cardholder's permission to secure the booking.
- Bring a form of photo ID to your appointment and arrive on time to complete a medical questionnaire.
- Provide at least 14 days notice if you wish to rearrange your surgical treatment appointment or if you are unable to attend.
- Requests to re-arrange appointments must be made via phone only by calling the Patient Bookings Department.
- Arrive at the agreed appointment time.

CANCELLATIONS

- Cosmetic Surgery of The Royal Liver Building Ltd does not offer refunds on any treatment deposits or balances paid, under any circumstances except for medical conditions or medical emergency.
- Cosmetic Surgery of The Royal Liver Building Ltd reserves the right to request evidence supporting the aforementioned medical condition or medical emergency before issuing any refunds.
- Canceling any treatment appointments with less than 14 days notice will result in liability for the full balance of the scheduled treatment to be paid.

WE RESERVE

- The right to cancel a booking, which will be without liability to you.
- The right to terminate or restrict, suspend, or terminate your access to any or all services at any time and for any reason without prior notice if we believe you are misusing the service or breaching the terms.

As your contract is directly with Cosmetic Surgery of The Royal Liver Building, any concerns or queries regarding your consultation should be addressed directly to the Patient Bookings Department via the details set out in your confirmation email.

ONLINE BOOKING CANCELLATION

If for any reason, you cannot attend your appointment, you must cancel by calling the Patient Bookings Department and via the details included in the confirmation email. All cancellations must be made at least 48 hours before the appointment time. Cancellation by any other method will not be accepted, and the fee will be applied.

REGISTERED OFFICE

The website www.cosmeticsurgeryoftheroyalliverbuilding.co.uk is owned and operated by **COSMETIC SURGERY AT THE ROYAL LIVER BUILDING LTD**,
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