



**This Refund Policy applies to all procedures booked at Cosmetic Surgery of the Royal Liver Building.**

1. Attendance at any consultation or booking implies acceptance of this policy.
2. If cancellation occurs within six weeks of the scheduled procedure, any deposit or payment is non-refundable.
3. Outside the six-week period, a £350 administrative fee applies, covering non-doctor meetings, welcome sessions, and administrative tasks.
4. Refund requests must be submitted via our official refund form.
5. If the clinic reschedules or cancels but offers a reasonable alternative—whether a new date, surgeon, location, or suitable procedure—no refund will be due.

This policy aligns with the Consumer Rights Act 2015. Statutory rights remain intact, and disputes will be governed by UK law.