

TERMS & CONDITIONS

Last Updated March 2025

APPOINTMENT AVAILABILITY

Monday 11am/7pm

Tuesday 11am/5pm

Wednesday 11am/5pm

Weekends and evenings by arrangement.

CANCELLATION & RESCHEDULE OF APPOINTMENTS

Kallisti Aesthetics operates on a 48-hour cancellation policy. If you wish to cancel or rearrange your appointment, we kindly ask you to give us a minimum of 48 hours' notice. Cancellations outside the policy time will be charged at the cost of the treatment or taken out of the course of treatments. For complimentary consultations, a £50 deposit will be charged if adequate notice is not given. For all other treatments, the treatment deposit will be charged if adequate notice is not made. Cancellations can be made by phone, WhatsApp, email or DM via socials.

DEPOSITS

Our aesthetic consultations are complementary; however, we take a small deposit to secure the time slot (aesthetic consultation – £50). Should you not wish to go ahead with the suggested treatment your deposit will be refunded. If you wish to book a treatment on the day, a deposit will be taken for the treatment. The deposit amount will depend on the price of the treatment that you wish to have. Should you not want to go ahead with the treatment or if you are unsuitable for the treatment the deposit fee is non-refundable. We thus advise all our patients to have a consultation first so that we can review the Medical History and ensure that the treatment you wish to have is right for you.

REFUNDS

Purchases of any treatments or treatment courses are non-refundable, however they can be transferred to alternative aesthetic treatments or a credit note within 14 days of purchase. Credit notes will expire after 12 months, and 24 months for pregnancy. Credit notes for courses that have commenced will be calculated based on individual treatment price and will lose the benefit of the discounted course price. Purchases of any products are non-refundable for hygiene reasons.

LATE/EARLY ARRIVALS

We kindly request you to arrive on time for your appointment. We try our best to accommodate late arrivals however there may be times where your treatment time may have to be reduced or rescheduled to another date. If the treatment must be moved, the late cancellation fee will apply. Our clinic is a home setting so please do not arrive early as there is no waiting area.

TREATMENTS DISCLAIMER

We achieve significant results in many cases and strive to work with you to achieve the desired result. However, patient's results may vary and thus results are not guaranteed. This varies according to biological make up and response, diet, and lifestyle. Please also note we may recommend a change in your treatment programme during your course of treatments to meet your individual needs. Due to confidentiality, we are unable to discuss other patients' treatment details.

CHILDREN

We regret that we are unable to allow children to attend with you for your appointment as our clinic is a home setting and therefore, we do not have the appropriate facilities to accommodate them.

PETS

We regret that we are unable to allow pets in the premises for hygiene reasons.

GIFT VOUCHERS

Gift Vouchers that have been purchased are non-refundable and cannot be exchanged for cash, they are valid for 12 months. When booking your appointment please state the voucher number when booking the appointment and bring your gift voucher or code to your appointment. Any Gift Vouchers that have been won / gifted by Kallisti Aesthetics may have a shorter validity than 12 months.

PROMOTIONAL OFFERS

All offers are limited to one offer per person and cannot be used in conjunction with any other offer or product purchases.

REFERRALS VOUCHER

For a referral patient, both the patient that has referred and the patient that has been referred receive a £50 voucher to use towards any treatments over the value of £300 in the clinic. The referral voucher is valid for 3 months from the issue date, and only one voucher can be used per treatment or course of treatments.

COMPLAINTS POLICY

Complaints should be made by e-mail to Kate at Kallisti Aesthetics. We aim to acknowledge complaints within 5 working days.