



PAYMENT POLICY

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Payment is required prior to the treatment/consultation.

Payment is preferred by BACS as most people now have access to their accounts on mobile devices and it is a quick and easy process.

This also saves paying a further transaction fee which can hit small businesses like ours, hard. If you are unable to pay via BACS, we do accept cash, or payment via any of the major credit or debit cards.

If you cannot pay via these means, we do accept contactless and you can also pay via the card details that you entered via Glowday.

We thank you for your appreciation for a small business like ours and choosing to pay via the preferred methods.

Payment plans are something that we will be looking into providing in the near future and this policy will be updated as soon as we offer this service.

Victoria's Aesthetics uses Glowday for bookings. You shall authorise full payment for the aesthetic treatment at the point of booking. No funds will leave your account at this point, until after the aesthetic treatment has taken place; should you choose to pay via this method. This is instead of paying a deposit.

Payment is made through our payment service provider, Stripe. By booking an aesthetic treatment, you authorise Stripe and Glowday to process payment of the fee together with any payment processing charge imposed by Stripe. Glowday accepts payment as an agent of the Victoria's Aesthetics. Your booking will be confirmed by us by email when we are authorised to take payment in full.

Please take care when booking an aesthetic treatment and carefully check the location, time and date to make sure that information is correct. You should also take the time to read our Late Cancellation and No Show Policy.

If Victoria's Aesthetics for any reason is unable to provide the aesthetic treatment, we should notify you before cancelling, either by the email address or telephone number associated with your account.

You may cancel or re-schedule your booking at any time, but be mindful of the Cancellation and No Show Policy of the Clinic which can be enforced and fees charged appropriately.

Please note that we do not offer refunds on any treatments or products purchased. However, if you change your mind about a product purchase within 7 days, we are happy to exchange it for another product or offer you a credit note. This only applies to products which have not been opened and are in a re-saleable condition.

Results are individual and there is no guarantee of a satisfactory or pleasing result with medical aesthetic treatments. Refunds are not We use experience and advanced clinical knowledge to provide the best possible treatment result to the best of our ability. We constantly strive to improve patient satisfaction.

A review treatment and 'top up' if necessary for anti-wrinkle treatment with Botulinum Toxin A is included in the full price of treatment. However, there are no 'top ups' provided with any other treatment and for more product placed or dissolving of dermal filler would incur a further cost. If an emergency situation arises and dermal filler requires dissolving immediately, due to the time critical nature of the event, any further medicines/products used are included within the treatment price.

Gift voucher sales are final, with no refunds. Gift vouchers are available for all non-prescribed clinic treatments and products and are not redeemable if lost, damaged or stolen. None of our vouchers can be exchanged for cash and change is not given on purchases that cost less than the value of the voucher presented. Any refunds given are at the discretion of the clinic, Victoria's Aesthetics.