

Cancellation & Appointment Policy

At **Lindsey Facchini Aesthetics**, every appointment is reserved exclusively for you. As a small business, late cancellations and missed appointments have a significant impact and prevent other clients from booking. Thank you for understanding and respecting the following policy.

Booking Deposit

A non-refundable deposit is required to secure all appointments. This deposit will be deducted from the cost of your treatment on the day of your appointment.

Cancellations & Rescheduling

- More than **48 hours' notice**: Your deposit can be transferred to a new appointment if you need to rearrange.
- Less than **48 hours' notice**: Your deposit will be forfeited.
- Less than **24 hours' notice** or failure to attend your appointment: You will lose your deposit and will be required to pay **50% of the treatment cost** before any future appointments can be booked.

Late Arrivals

Please arrive on time for your appointment. If you arrive late, your treatment time may need to be shortened or, if there is insufficient time to safely carry out your treatment, your appointment may need to be cancelled. In this situation, the cancellation policy will apply.

Medical Consultations

All treatments are subject to a medical consultation and suitability assessment. If treatment is deemed unsuitable or unsafe, it may be declined in the interest of your health and safety.

Prescription Treatments

Treatments requiring a prescription are subject to assessment by an independent prescriber. Prescription consultation fees are separate from treatment costs and are non-refundable once the consultation has taken place.

Children & Guests

To ensure a safe, professional, and relaxing clinical environment, please attend your appointment alone unless you require assistance. Unfortunately, children cannot accompany you during treatment.

Agreement

By booking an appointment with **Lindsey Facchini Aesthetics**, you confirm that you have read, understood, and agreed to this Cancellation & Appointment Policy.