

## **TERMS AND CONDITIONS FOR SURGICAL PROCEDURES**

These terms and conditions of business apply to the supply of services to patients by Miss Sujatha Tadiparthi and Choice Aesthetics.

### **PAYMENT FOR CONSULTATION FEES**

1. A consultation with the surgeon requires payment of the consultation fee at either the time of booking the appointment or the date specified – either £195.00 or £250.00 depending on the location and duration of the consultation.
2. If the consultation fee is not paid at least 72 hours ahead of the clinic appointment, the appointment will be cancelled.

### **CANCELLATION OF CONSULTATION**

3. All cancellations by a patient must be communicated in writing by email to Choice Aesthetics / Miss Sujatha Tadiparthi's clinic as soon as the patient is aware of their non-attendance.
4. Fees paid for a consultation are fully refundable provided notice of cancellation is received from the patient at least 5 full working days prior to the scheduled date of the consultation.
5. If notice of cancellation is received between 4 and 2 full days, the patient will incur an administration fee of £55.00 if a consultation fee of £195.00 was paid or £75.00 if a consultation fee of £250.00
6. If notice of cancellation is received less than 48 hours before the day of the clinic, the consultation fee is non-refundable.
7. Consultations can be rescheduled or cancelled for a maximum of 3 times. The clinic can choose to no longer schedule a consultation for the patient. The consultation fee is also non-refundable after rescheduling the appointment on 3 occasions.
8. There will be no refund for non-attendance by the patient for a consultation due to any circumstances, unless cancelled as per the time limits specified in clauses 5 and 6. The standard fees will apply for any rebooking of a missed appointment.

### **PAYMENT FOR SURGERY FEES**

9. A 50% deposit may be required by bank transfer to secure a date for surgery either of the total surgery fee or the surgeon fee.
10. The remaining balance for the surgery, is payable by bank transfer once invoiced and paid either 30 days ahead of the procedure or by the date of payment specified.
11. If a deposit is not taken and the full fees are to be paid for surgery, the payment is required by bank transfer once invoiced and paid either 30 days ahead of the procedure or by the specified payment date.

### **CANCELLATION OF SURGERY BY A PATIENT**

- A cancellation of a surgical procedure must be communicated by the patient in writing by email to Choice Aesthetics / Miss Sujatha Tadiparthi's clinic as soon as the patient is aware of their non-attendance.
- Should a patient wish to cancel their booked surgical procedure, the following schedule of cancellation charges will apply:

Date of receipt of written notification	Cancellation charge
Over 30 days prior to procedure date	£500 administration fee
Between 30 days and 21 days prior to procedure date	50% of total Fee
21 days or less to procedure date	Full procedure fee that was paid by the patient is chargeable. No refund of paid fees.

#### **CANCELLATION OF SURGERY BY THE SURGEON, ANAESTHETIST or HOSPITAL**

- The surgeon, anaesthetist and hospital reserve the right to cancel or postpone a surgical procedure if the patient is medically unfit for treatment or the surgery requested is deemed inappropriate for the patient and an alternative treatment plan is unavailable.
- The surgeon, anaesthetist and hospital reserve the right to cancel or postpone a surgical procedure if the patient continues to smoke and does not follow the smoking cessation advice specified at the clinic appointment or the consultation letter.
- If the surgeon, anaesthetist or hospital considers that a postponement of the procedure is appropriate for medical reasons that were not anticipated, a new date for the procedure will be provided and no postponement charge will be payable by the patient. If the surgeon considers that the procedure should be cancelled for medical reasons, a full refund of the fee paid will be at the discretion of Choice Aesthetics / Miss Tadiparthi.
- If surgery is cancelled due to the patient either not informing the surgeon or hospital of a known existing medical condition, being investigated for a relevant serious medical condition, taking recreational drugs or medication or not following any pre-operative advice provided by the Surgeon or other clinician that would be detrimental to the outcome of the surgery, the patient will be subject to the cancellation fees set below.
- Any previous psychological or physical trauma that would be relevant to the surgical procedure or would need psychological / mental health assessment should be disclosed by the patient to the surgeon or hospital pre-operatively.

#### **POSTPONEMENT OF A PROCEDURE BY A PATIENT**

All postponements by a patient must be communicated in written form by email to Choice Aesthetics / Miss Tadiparthi. A surgical procedure may be postponed for up to 12 months for an unanticipated medical or non-medical reason. If it is due to an unplanned pregnancy, postponement for up to 24 months will be allowed. Choice Aesthetics / Miss Tadiparthi will retain all surgery / surgeon fees paid by the patient during the period of postponement. It is the patient's own responsibility to reschedule the procedure within the agreed time specified in the term and conditions and by the date specified to the patient upon postponement. Where a patient fails to reschedule the procedure within the specified time, the surgeon / surgery fees paid will not be refundable.

If a patient postpones then later cancels their procedure, then the surgeon / surgery fees paid will not be refunded.

If the patient postpones treatment, the following schedule of postponement charges will apply in addition to the fees paid for surgery.

**Postponement charges to a Patient**

<b>Date of receipt of written notification</b>	<b>Postponement charge to patient</b>
Over 30 days prior to Procedure date:	No charge
Between 30 days to 21 days prior to procedure date	£500
Between 21 days and 14 days prior to procedure date	£750
Less than 14 days prior to the procedure date	£1000
Less than 48 hours prior to procedure date	Full procedure fee is chargeable