



RIVER
AESTHETICS

Clinic Policy

When booking treatments for any River Aesthetics clinic, a £50/£100 deposit will be required (£50 for all aesthetician treatments and £100 for doctor lead treatments), this is due to a rising number of 'no shows' and 'same day' cancellations, we are having to take action in order to provide these appointments for other patients.

Policy information

- Your deposit will be deducted from the treatment but will be required again, if you are wanting to rebook an appointment
- If you need to cancel or reschedule your appointment for either our Bournemouth or Lymington clinics, we ask for 48 hours' notice.
- For our London clinic we ask for 72 hours' notice if you need to cancel or reschedule your appointment.
- For a major procedure such as a thread lift and bookings of 1.5 hours or more, we request 72 hours' notice at all clinics. This enables us to respond to the now very high demand for our appointments.
- If you do not show up for your appointment, your £50/£100 deposit will be invoiced as a 'no show'
- If you cancel or reschedule your appointment in less than the required time, your deposit will be invoiced as a 'late cancellation' as we are unable to offer that time to another patient.

We are grateful to all our patients that continue to attend appointments as scheduled and inform us of cancellations in good time. We greatly appreciate this, and we look forward to welcoming you back to the clinic soon.