



LATE CANCELLATION & NO-SHOW POLICY

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Victoria's Aesthetics values your time and appreciates your commitment to your appointments.

To ensure fairness to all patients and efficient clinic operations, we have implemented the following late cancellation and no-show policy.

A late cancellation is defined as a cancellation made less than 48 hours before the scheduled appointment time.

Your card details are required to confirm your appointment booking. No payment is taken at the point of confirmation, your card details are simply linked to the appointment.

Where appointments are cancelled within 48 hours of the appointment time, £50.00 will be charged.

We understand that unforeseen circumstances may arise, and we will always endeavour to accommodate changes to appointments where possible.

However, late cancellations can disrupt our scheduling and impact other patients, unfulfilled appointment time and result in lost revenue for the clinic.

A no-show is defined as a missed appointment without providing prior notice.

- £100.00 will be charged for no-shows.
- Persistent no-shows may result in the clinic's refusal to book future appointments.

In exceptional circumstances, the clinic may waive the late cancellation or no-show fee at its discretion. Supporting documentation may be required.

The late cancellation or no-show fee is deducted from the linked payment card at point of late cancellation or no-show.

The Late Cancellation & No Show fee is shared with patients at various points throughout the booking process.

- At point of confirming a booking a confirmation email with the appointment details is sent.
- 72 hours prior to the appointment, a reminder email is sent.
- 24 hours prior to the appointment a text message reminder is sent.

Requests for the Late Cancellation & No Show fee can be provided at any time and are displayed to view on our website as a PDF document.

The delivery & opening of all booking related email communications is tracked.

We encourage patients to reschedule or cancel appointments with sufficient notice (at least 48 hours prior to the appointment time) to avoid these fees.

You're able to manage your own appointment via your secure Glowday account.

Head to www.glowday.com and log in to reschedule, manage, book or cancel your appointment.

This policy was revised in February 2025. We may update this policy at any time.