

TE AMO AESTHETICS

TERMS & CONDITIONS

Effective date: 29 August 2025

These Terms & Conditions apply to all consultations, appointments, treatments, products, courses and services provided by TE AMO AESTHETICS (“TE AMO”, “we”, “us” or “our”) to the person booking or receiving services (“you”, “client” or “customer”).

By making an appointment, paying a deposit or treatment fee, attending a consultation or treatment, or otherwise engaging our services, you acknowledge that you have read, understood and agreed to these Terms & Conditions, together with any applicable treatment-specific information, consultation documentation, consent forms and aftercare instructions.

Nothing in these Terms & Conditions removes or limits any statutory rights you have under UK law.

1. OUR SERVICES

TE AMO AESTHETICS provides aesthetic and beauty treatments, which may include, but are not limited to:

- Advanced skin rejuvenation
- Polynucleotides

- Profhilo and other injectable skin treatments
- Dermal fillers
- Anti-wrinkle treatments
- Microneedling
- Exosome/PDRN treatments
- NAD+ treatments
- Bio Spicule Therapy
- Hydrafacial
- Body treatments
- Brow and beauty treatments
- Vitamin injections
- Other aesthetic treatments offered by TE AMO from time to time

Treatment availability, suitability, pricing and protocols may change.

Treatment prices displayed online, on social media or elsewhere are subject to change. The price applicable to your appointment will be confirmed at the time of booking or consultation.

Where a treatment is described as “from” a particular price, the final cost may vary according to the amount of product required, treatment area, treatment plan and clinical assessment.

2. CONSULTATION & MEDICAL ASSESSMENT

A consultation may be required before treatment.

A consultation does not guarantee that treatment will be provided.

TE AMO AESTHETICS reserves the right to decline, postpone or modify treatment where, in our professional judgement, treatment is unsuitable, contraindicated, unsafe or unlikely to achieve an appropriate outcome.

You must provide complete, accurate and honest information regarding your medical history, medication, allergies, previous aesthetic treatments, previous complications and any other information reasonably relevant to your treatment.

You must notify TE AMO of any changes to your health, medication or circumstances between consultation and treatment.

Failure to disclose relevant information may increase the risk of complications and may affect our ability to provide treatment safely.

Where you withhold, conceal or provide inaccurate information, TE AMO cannot be responsible for complications, adverse outcomes or treatment limitations arising from that omission, subject always to applicable law.

3. CONSENT

Before treatment, you may be required to complete relevant consultation and consent documentation.

Consent must be freely given and may be withdrawn before treatment is carried out.

Signing a consent form confirms that you have received and understood the relevant information provided to you. It does not guarantee a particular aesthetic result.

You understand that aesthetic treatments have inherent risks and that individual results vary.

For injectable and advanced aesthetic treatments, you acknowledge that outcomes cannot be guaranteed and that additional treatment may sometimes be recommended.

4. RESULTS & EXPECTATIONS

Aesthetic treatments are intended to improve, rejuvenate or enhance appearance but cannot guarantee a particular result.

Results vary between individuals depending on factors including, but not limited to:

- Age
- Skin condition
- Genetics
- Lifestyle
- Smoking
- Alcohol consumption
- Sun exposure

- Hormonal factors
- Existing medical conditions
- Medication
- Previous treatments
- Skin quality
- Healing response
- Compliance with aftercare
- Individual anatomy

Before-and-after photographs, testimonials and social media content are examples only and do not constitute a guarantee of the results you will personally achieve.

TE AMO does not guarantee that treatment will make you look younger, remove lines, restore volume, improve a particular concern or produce any particular aesthetic outcome.

5. TREATMENT SAFETY & CLINICAL DISCRETION

TE AMO AESTHETICS prioritises client safety.

We reserve the right to refuse, postpone, discontinue or alter treatment where we reasonably consider this necessary for your safety or wellbeing.

This may include circumstances where:

- You are medically unsuitable for treatment;

- You have failed to disclose relevant medical information;
- A contraindication is identified;
- The treatment requested is clinically inappropriate;
- Your expectations are considered unrealistic;
- Treatment may create an unacceptable risk;
- You appear unfit to consent;
- You are under the influence of alcohol or recreational drugs;
- You become unwell during treatment;
- Treatment is not considered appropriate following clinical assessment.

Where treatment is declined for safety or clinical reasons, TE AMO will discuss the appropriate next steps with you.

6. INJECTABLE TREATMENTS

Injectable treatments, including dermal fillers and anti-wrinkle treatments, carry recognised risks.

These may include, but are not limited to:

- Pain
- Tenderness
- Redness
- Swelling
- Bruising

- Itching
- Lumps or irregularities
- Asymmetry
- Infection
- Inflammation
- Allergic or hypersensitivity reactions
- Vascular complications
- Skin injury
- Tissue damage
- Scarring
- Changes to appearance
- Delayed complications
- Other adverse effects

In rare circumstances, serious complications may occur.

You must follow all aftercare instructions provided.

You must contact TE AMO promptly if you experience concerning or unexpected symptoms following treatment.

Where appropriate, you may be advised to seek urgent medical attention or emergency care.

7. PRESCRIPTION-ONLY MEDICINES & PRESCRIBER INVOLVEMENT

Where a treatment involves a prescription-only medicine, the treatment will be subject to the relevant prescribing and clinical requirements.

A prescription does not guarantee that treatment will subsequently be administered.

The prescribing clinician retains independent clinical responsibility for prescribing decisions where applicable.

TE AMO cannot guarantee that a prescription will be issued or that treatment will proceed where the prescriber determines that treatment is inappropriate.

8. FOLLOW-UP APPOINTMENTS & REVIEW

Where appropriate, TE AMO may offer a review appointment following treatment.

A review appointment is not automatically an entitlement to additional product or treatment.

The purpose of a review is to assess the treatment outcome and determine whether any further treatment is clinically appropriate.

Additional treatment may incur an additional charge.

9. TOUCH-UPS, CORRECTIONS & ADDITIONAL TREATMENT

A “review” or “follow-up” does not mean that additional treatment will automatically be provided free of charge.

Where further treatment is clinically appropriate, the treatment plan and any associated cost will be discussed with you.

TE AMO reserves the right to decline further treatment where it is considered clinically inappropriate or unsafe.

Where a client has received treatment elsewhere, TE AMO may decline to correct, dissolve, alter or treat another practitioner's work.

10. DISSOLVING OR CORRECTIVE TREATMENT

Where dermal filler has been administered by another practitioner, TE AMO may require an assessment before considering dissolving or corrective treatment.

We reserve the right to decline such treatment where we do not consider it clinically appropriate.

Dissolving treatment does not guarantee restoration to a previous appearance.

Dissolving itself may carry risks and may require more than one treatment.

Where appropriate, a separate fee will apply.

11. APPOINTMENTS

Appointments are provided at the date and time agreed with you.

You are responsible for ensuring that you arrive at the correct time and location.

Clients arriving late may receive a reduced treatment time where necessary to avoid delaying subsequent appointments.

Where the remaining appointment time is insufficient to provide treatment safely or appropriately, the appointment may need to be rescheduled.

Any resulting cancellation or rescheduling charge will be considered in accordance with our cancellation policy.

12. CANCELLATION & RESCHEDULING

We understand that circumstances can change.

If you need to cancel or reschedule, please provide as much notice as possible.

Our cancellation policy is designed to protect appointment availability and recover genuine costs and losses arising from late cancellation or non-attendance.

Where a cancellation charge or deposit retention applies, it will be proportionate to the circumstances and will not affect any statutory rights you may have.

Repeated late cancellations or non-attendance may result in TE AMO requiring payment in advance or declining future bookings.

13. DEPOSITS & ADVANCE PAYMENTS

Where a deposit or advance payment is required, this will be communicated to you before booking.

A deposit secures an appointment and may be applied towards the agreed treatment price.

Where a client cancels or fails to attend, TE AMO may retain an appropriate amount of the deposit where reasonably necessary to cover losses or costs arising from the cancellation, subject to applicable consumer law.

Deposits will not automatically be treated as non-refundable in every circumstance.

Where TE AMO cancels an appointment and cannot reasonably provide an alternative appointment acceptable to you, any payment for treatment that has not been provided will be dealt with in accordance with your statutory rights.

14. NON-ATTENDANCE

Failure to attend an appointment without providing notice may be treated as a cancellation.

Where non-attendance causes TE AMO a genuine loss, the applicable cancellation policy may apply.

Repeated non-attendance may result in future appointments being declined or requiring advance payment.

15. COURSES & MULTI-TREATMENT PLANS

Where treatments are purchased as a course or package, the individual treatment schedule, price and recommended intervals will be communicated at the time of purchase.

Examples include treatment courses where multiple sessions are clinically recommended.

Course treatments are intended to be completed within the recommended timeframe.

Results cannot be guaranteed simply because a course has been completed.

A course may not be transferable to another person unless TE AMO expressly agrees.

Where a course is cancelled before completion, any refund or adjustment will be considered having regard to treatments already provided, the value of those treatments, any applicable discounts and any reasonable costs or losses incurred, subject to consumer law.

16. REFUNDS

TE AMO AESTHETICS does not provide refunds simply because a client does not like or is disappointed with an aesthetic result where the service has been performed with reasonable care and skill and in accordance with the agreed treatment.

However, nothing in these Terms & Conditions excludes or restricts your statutory rights.

Where a service has not been provided with reasonable care and skill, or otherwise fails to meet applicable legal requirements, the remedies available under consumer law may apply.

Each complaint will be considered individually.

17. PRODUCT REACTIONS & AFTERCARE

You are responsible for following all written and verbal aftercare instructions supplied by TE AMO.

Failure to follow aftercare may increase the risk of complications or adversely affect your result.

You must notify TE AMO of any unexpected or concerning reaction following treatment.

If you are advised to seek urgent medical attention, you should do so without delay.

TE AMO cannot be responsible for complications caused or materially contributed to by failure to follow reasonable aftercare instructions, subject to applicable law.

18. CLIENT RESPONSIBILITY

You agree to:

- Provide truthful and complete medical information;
- Inform TE AMO of relevant changes in your health;
- Follow pre-treatment instructions;
- Follow post-treatment aftercare;
- Attend recommended reviews where appropriate;
- Inform TE AMO of previous aesthetic treatments;
- Inform TE AMO if another practitioner has treated the area;
- Contact TE AMO promptly if you experience an unexpected reaction;

- Treat staff respectfully and appropriately.

19. PHOTOGRAPHY

Before-and-after photographs may be requested for clinical records and treatment monitoring.

Separate consent will be obtained where photographs are intended for marketing, social media, website or promotional purposes.

You may withdraw marketing consent at any time for future use, although withdrawal cannot necessarily require removal of material already lawfully published or printed.

20. PRIVACY & RECORD KEEPING

TE AMO AESTHETICS will collect and process personal information in accordance with applicable UK data protection legislation and our Privacy Policy.

Treatment records may include personal, medical and photographic information where necessary for safe and appropriate treatment.

Records will be retained for an appropriate period in accordance with applicable legal, regulatory, insurance and professional requirements.

Information will only be shared where legally permitted or required, or where necessary for your care and safety.

21. CONFIDENTIALITY

TE AMO will treat client information confidentially except where disclosure is required or permitted by law, necessary for your safety, necessary for professional or clinical purposes, or otherwise authorised by you.

Clients are also expected to respect the privacy and confidentiality of TE AMO staff and other clients.

22. ABUSIVE OR UNACCEPTABLE BEHAVIOUR

TE AMO AESTHETICS operates a zero-tolerance approach to threatening, abusive, intimidating, discriminatory or aggressive behaviour towards staff.

We reserve the right to terminate an appointment or decline future bookings where a client's behaviour creates a reasonable concern for staff safety, client safety or the proper operation of the business.

This does not affect a client's legal right to raise a genuine complaint.

23. COMPLAINTS

We take concerns seriously and encourage clients to raise them as soon as possible so that we have an opportunity to investigate.

Complaints should be made in writing where possible and should include:

- Your full name;
- Date of treatment;
- Treatment received;
- Details of your concern;
- Relevant photographs where appropriate;
- What outcome you are seeking.

TE AMO will acknowledge and investigate complaints within a reasonable timeframe.

Where appropriate, we may request photographs, treatment records or an in-person review.

A complaint does not automatically entitle a client to a refund, free treatment or compensation.

Each complaint will be assessed individually and fairly.

Nothing in this section prevents you from exercising any statutory rights available to you.

24. THIRD-PARTY TREATMENT

If you have received treatment from another practitioner, clinic or provider, you must disclose this before TE AMO provides treatment to the same or an adjacent area.

TE AMO is not responsible for complications, results or outcomes arising from treatment provided by another practitioner.

We may decline treatment where previous treatment creates an increased or unacceptable risk.

25. MEDICAL EMERGENCIES

In the event of an emergency or suspected serious complication, TE AMO may take reasonable steps necessary to protect your health and safety, including contacting emergency services where appropriate.

You agree that your safety takes priority over commercial considerations.

26. LIABILITY

TE AMO AESTHETICS does not exclude or restrict liability where it would be unlawful to do so.

Nothing in these Terms & Conditions excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability which cannot lawfully be excluded or limited.

Subject to the above, TE AMO shall not be responsible for losses that are not reasonably foreseeable or that arise from circumstances outside our reasonable control.

Nothing in these Terms & Conditions removes your statutory consumer rights.

27. EVENTS OUTSIDE OUR CONTROL

TE AMO may need to cancel or reschedule appointments because of circumstances outside our reasonable control, including illness, emergency, equipment failure, premises issues, utility failure, severe weather, regulatory requirements or other circumstances affecting the safe provision of treatment.

Where TE AMO cannot provide a paid-for treatment, we will work with you to arrange an appropriate alternative or refund where required by law.

28. PRICES & PAYMENT

Payment is due in accordance with the price and payment arrangements communicated at the time of booking.

TE AMO reserves the right to update prices for future bookings.

Where additional treatment is requested or clinically recommended beyond the treatment originally booked, the additional cost will be discussed before treatment is provided wherever reasonably possible.

29. GIFT VOUCHERS

Gift vouchers are subject to the specific terms communicated at the time of purchase.

Gift vouchers cannot be exchanged for cash unless required by law.

Lost or stolen vouchers may not be replaced unless TE AMO is able to verify the original purchase.

30. CHILDREN & MINORS

TE AMO does not provide aesthetic treatments to anyone below the minimum age legally permitted for the relevant treatment.

Where a treatment is subject to a legal age restriction, that restriction will apply regardless of parental or guardian consent.

TE AMO may request photographic identification.

31. CHANGES TO TREATMENT PLANS

A treatment plan is a recommendation based on the assessment available at the time.

Your treatment plan may be amended where clinically appropriate.

TE AMO is not obliged to perform a treatment simply because it was discussed during an initial consultation.

32. INTELLECTUAL PROPERTY

All TE AMO AESTHETICS branding, logos, photographs, written content, website content, marketing materials and original intellectual property remain the property of TE AMO AESTHETICS or the relevant rights holder.

They may not be copied, reproduced or commercially used without permission.

33. SOCIAL MEDIA & REVIEWS

Clients are welcome to provide genuine feedback and reviews.

TE AMO does not prevent clients from exercising their lawful right to express genuine opinions.

We reserve the right to respond appropriately to reviews where necessary to protect our business, staff or reputation, while respecting confidentiality and data protection obligations.

TE AMO will not disclose confidential client information merely to respond to a complaint or review.

34. LEGAL RIGHTS

These Terms & Conditions are intended to operate alongside, and not instead of, applicable UK legislation.

If any provision of these Terms & Conditions is found to be invalid, unlawful or unenforceable, that provision shall be interpreted or modified to the minimum extent necessary, and the remaining provisions shall continue to apply.

A failure by TE AMO to enforce a provision immediately does not constitute a waiver of our right to enforce it subsequently.

35. GOVERNING LAW

These Terms & Conditions are governed by the law of England and Wales.

Any dispute will be dealt with in accordance with the applicable laws and procedures of England and Wales, subject to any mandatory consumer rights concerning jurisdiction.

36. ACCEPTANCE

By booking or receiving treatment from TE AMO AESTHETICS, you confirm that:

1. You have had the opportunity to read these Terms & Conditions.
2. You understand that aesthetic treatments carry risks.
3. You understand that individual results vary.
4. You have provided accurate and complete information relevant to your treatment.
5. You understand that treatment may be declined where clinically inappropriate.
6. You agree to follow pre- and post-treatment instructions.
7. You understand that these Terms & Conditions do not remove your statutory consumer rights.

TE AMO AESTHETICS

Effective date: 29 August 2025

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