



FACEMED Terms & Conditions
Important Information – Please Read Carefully

1	Introduction & Agreement to Terms
1-2	Definitions
2-4	Confirmation of Surgery Booking
4-5	FACEMED’s Obligations to You
5-6	Your Obligations to FACEMED
6-7	Fees & Payment Terms
7-8	Cancellation, Rescheduling & Refunds
8	Aftercare & Revision Surgery
9	Access to Medical Records
10	Confidentiality & Data Protection
10-11	General Terms

1. Introduction & Agreement to Terms

These Terms and Conditions form an essential part of your relationship with FACEMED and apply to all consultations, treatments, procedures, and services provided at FACEMED. They are designed to ensure clarity, transparency, and mutual understanding, and set out important information regarding consent, treatment processes, responsibilities, fees, revisions, and aftercare.

By booking a consultation, proceeding with treatment, or undergoing any procedure at FACEMED, you confirm that you have read, understood, and accepted these Terms and Conditions. We strongly encourage all patients to take the time to familiarise themselves with this document and to ask questions where anything is unclear before proceeding, as acceptance of treatment is conditional upon agreement to these terms.

FACEMED Limited, a Care Quality Commission (CQC) registered provider, offers consultations and surgical procedures for adults under local anaesthetic, sedation and/or general anaesthetic. Procedures may be outpatient day-case or inpatient overnight stay.

2. Definitions

Consultant: Independent GMC-registered surgeon performing your procedure who holds practising privileges with FACEMED. These professionals are not employees of FACEMED and retain sole clinical responsibility for the procedures they perform. Any concern or complaint directly related to clinical care or treatment provided by the surgeon or doctor is the legal responsibility of that clinician, including any claims for medical malpractice. FACEMED is responsible for ancillary nursing care, facilities, and administrative support. Any medical malpractice claim may be directed to the appropriate responsible party only.

Hospital Care Fee: The portion of your fee payable to FACEMED for the surgical theatre, consumables, nursing and accommodation.

Initial Consultation: The first appointment with your operating Consultant.



General Medical Council (GMC): The statutory body responsible for maintaining the official register of medical practitioners in the United Kingdom. All surgeons and doctors affiliated with FACEMED must be GMC-registered and hold valid practising privileges.

FACEMED Clinical Team: A team comprising qualified medical professionals including nurses and other healthcare practitioners who support patients throughout their care journey. While they assist in the coordination of care, all clinical decisions and outcomes related to surgical procedures remain the responsibility of the independent doctor or surgeon..

Patient: Any person who has entered a contract with FACEMED for a consultation and/or surgical or non-surgical procedure. This includes receiving clinical and administrative services coordinated by FACEMED. The clinical outcome of a surgical procedure remains the responsibility of the independent doctor or surgeon.

Pre-Operative Assessment: A formal clinical evaluation carried out by a FACEMED nurse or healthcare professional prior to surgery. This is a critical stage in the care pathway where full payment of the treatment fee is due, and medical clearance must be achieved for the procedure to proceed.

Patient Information: Educational and preparatory material provided to patients in accordance with CQC standards, including brochures, emails, guides, and procedural documentation such as procedure information guides and surgical consent forms.

Procedure: The surgical or medical treatment to be performed by a surgeon or doctor and, where applicable, supported by an Anaesthetist. This includes pre-operative preparation, intra-operative actions, and immediate post-operative care.

Reflection and Cooling-Off Period: A 14-day period allowing you time to consider whether the proposed treatment plan discussed with your surgeon is right for you. This period begins from the date of your consultation regarding the treatment plan and is intended to support informed decision-making before treatment is provided.

Further Reflection and Cooling-Off Period: An additional 14-day period applies if a material change to the procedure is recommended and accepted. This period begins from the date the change is confirmed.

Working Day: Any day from Monday to Saturday, excluding UK Bank or Public Holidays.

3. Confirmation of Surgery Booking

Your Consultation

At FACEMED, we understand that your surgical consultation is an important first step in your patient journey. We are committed to providing personalised, high-quality care from the outset. Consultations typically last between 20 minutes and 1 hour, depending on the complexity of the procedure.

During your consultation, your Consultant Surgeon / Doctor will:

- Discuss your goals and expectations
- Recommend the most appropriate treatment options tailored to you
- Review your medical history and overall health
- Perform a relevant physical examination



- Explain the potential benefits, risks, limitations, and expected outcomes
- Take clinical photographs for your confidential medical record

Preparing for Your Consultation

To ensure your consultation is as productive as possible:

- You will be asked to complete a confidential medical questionnaire in advance.
- You may be asked to submit photographs of the area of concern via our secure email. This allows the surgeon to review your case in advance, match you appropriately, and provide more tailored advice during your appointment.

We understand that submitting photographs—particularly of intimate or sensitive areas—may feel uncomfortable. Please be assured that all images and information are handled with strict confidentiality, sensitivity, and professionalism.

We also recommend that you:

- Research your chosen procedure using the information provided on our website and other educational materials,
- Prepare a list of questions,
- Consider your goals carefully and reflect on both the potential benefits and the recovery period,
- Be open and honest about your expectations so your surgeon/doctor can guide you appropriately,

Our aim is to ensure you feel informed, supported, and confident in any decision you make.

Your Surgical Coordinator

You will be supported throughout your journey by a dedicated Surgical Coordinator who will:

- Guide you from consultation through to discharge and aftercare,
- Assist with communication, scheduling, and logistics,
- Answer non-clinical questions and help coordinate your care.

Confirmation of Surgery Booking

Your surgery is considered confirmed only once:

- You have had a consultation with your operating surgeon,
- Full payment of your hospital care fee has been made,
- All required pre-operative documentation has been completed and reviewed.

Next Steps After Your Consultation

If you are deemed suitable for surgery, the Surgical Coordinator or the Surgeon themselves will provide a personalised treatment proposal outlining the procedure and associated costs.

It is important that you carefully review all procedure information and consent documentation. If you have any questions or uncertainties, you are encouraged to discuss these with the Surgical Coordinator or surgeon. A further consultation can be arranged if needed.



If you decide to proceed:

- A mutually convenient surgery date will be identified,
- A provisional date can be arranged, subject to availability.

Securing Your Surgery

To secure your booking:

- Payment of your hospital care fee must be received in full,
- Confirmation of your intention to proceed,
- Acceptance of your treatment plan and associated fees,
- Agreement to FACEMED's Terms and Conditions.

Final Pre-Surgical Steps

Once your procedure is confirmed, it is your responsibility to:

- Complete all required pre-operative assessments and clinical clearances,
- Follow all pre-surgical instructions provided by your surgeon and clinical team.

Failure to meet these requirements may result in postponement or cancellation of your procedure, in line with our terms and conditions.

4. FACEMED's Obligations to You

4.1 FACEMED operates as a Care Quality Commission (CQC)-registered hospital facility provider. We are responsible for maintaining a safe, appropriately equipped clinical environment, including theatre facilities, recovery areas, equipment, and qualified nursing staff, in accordance with regulatory standards.

4.2 All surgical procedures are performed by independent Surgeons who are registered with the General Medical Council (GMC) and listed on the Specialist Register. All podiatric surgical procedures are performed by independent Consultants who are registered with the Health and Care Professions Council (HCPC). All surgeons hold practising privileges at FACEMED but are not employees. They retain full clinical responsibility for all medical decisions, surgical treatment, and related patient care.

4.3 FACEMED coordinates and administers your care pathway, including arranging consultations and procedures. However, the independent surgeon holds full clinical and legal responsibility for pre-operative assessment, surgery, and post-operative management.

4.4 FACEMED ensures that all procedures take place in an environment that meets the required safety and professional standards for surgery, with appropriate staffing, skills, and equipment available.

4.5 FACEMED is committed to protecting your personal data. We comply fully with UK GDPR requirements and are registered with the Information Commissioner's Office (ICO). Medical records and clinical images are stored securely and accessed only by authorised personnel for legitimate clinical or administrative purposes.

4.6 FACEMED provides clear and accurate pre- and post-operative information to support informed decision-making and safe recovery.



4.7 FACEMED is committed to ensuring your experience is managed professionally and compassionately from initial enquiry through to aftercare. Any concerns or feedback will be addressed promptly in line with our Complaints Procedure.

5. Your Obligations to FACEMED

As a patient of FACEMED, your cooperation and full transparency are essential to ensure your safety and the success of your treatment. By entering into an agreement with FACEMED, you agree to the following:

5.1 Proof of Identity and Age It is your responsibility to provide valid photographic ID confirming you are 18 years or older before attending consultation or confirming surgery.

5.2 Documentation and Consent All required documentation, including consent forms and financial agreements, must be read, understood, and signed before your surgery can be confirmed.

5.3 NHS Number If you are a UK resident, it is your responsibility to provide your NHS number prior to your pre-operative assessment to support safe continuity of care.

5.4 Clinical Decision Making The final decision to proceed with surgery rests solely with the Consultant or Anaesthetist, based on clinical assessment and suitability.

5.5 Full Disclosure of Medical History It is your responsibility to provide complete and accurate information about your medical history, medications, and any recreational drug use. Failure to disclose relevant information may result in cancellation of your procedure and applicable fees. FACEMED is not responsible for adverse outcomes resulting from withheld information.

5.6 Smoking and Nicotine Use It is your responsibility to stop smoking and all nicotine products at least 4 weeks before surgery and remain abstinent until cleared post-operatively. Non-compliance may result in postponement or cancellation.

5.7 Changes in Health It is your responsibility to inform FACEMED immediately of any change in your health, including pregnancy, new diagnoses, infections, medication changes, or significant weight changes.

5.8 Feeling Unwell Before Surgery If you develop symptoms of illness (including COVID-19, cold, or flu) prior to your procedure, it is your responsibility to inform us immediately. Your surgery may need to be postponed in the interest of safety.

5.9 Understanding of Information You are responsible for reviewing all information provided and raising any questions before your procedure.

5.10 Adherence to Instructions It is your responsibility to follow all pre- and post-operative instructions provided by your Consultant and Clinical Team. Failure to do so may affect your results and aftercare support.

5.11 Payment of Fees All patient fees must be paid no later than 28 days before surgery. Non-payment may result in cancellation.

5.12 Legal Status It is your responsibility to inform FACEMED if you are charged with an offence that may result in custody, as we are unable to provide clinical care to patients in custody.

6. Fees & Payment Terms

6.1 Treatment Fee Proposal

After your consultation, you will receive a personalised treatment fee proposal detailing the total cost of your recommended procedure, included services, payment schedule, and any optional add-ons or garment requirements.

6.2 What Your Fees Cover

Your quoted treatment fee generally includes:

- Consultant and Anaesthetist fees
- A hospital care fee which includes
 - operating theatre and recovery suite use
 - Pre-operative nursing assessments and post-operative reviews
 - Standard consumables, dressings, and in-hospital medications
 - Medical photography and documentation
 - One or two compression/support garments (as appropriate to your procedure)
 - Routine aftercare for a minimum of 12 months following surgery
 - * Overnight stay accommodation with 2:1 nursing and doctor care (at an additional fee)

6.3 What Is Not Included

The treatment fee does not cover the following, which may incur additional charges:

- Diagnostic tests (e.g., ECGs, X-rays, MRIs, mammograms, histology)
- Non-prescribed medications
- Specialist implants beyond standard offerings
- Additional hospital stay beyond standard provision
- Travel and accommodation related to surgery or revision
- Post-operative therapies beyond those included in your confirmation of surgery
- Costs arising from non-compliance
- Loss of earnings
- Post-operative medications outside standard prescription
- Additional compression garments beyond those provided

6.4 Payment Terms

Your total treatment fee is split into the Surgeon/Anaesthetist fee (paid to the independent practitioner) and the FACEMED hospital care fee. Only the hospital care Fee is refundable. Consultant fees are non-refundable once the surgeon has committed theatre time.

Full payment of the hospital care fee is required to confirm the date. Surgery dates are not secured until the hospital care fee has cleared.

Payments may be made via bank transfer, debit or credit card.

6.5 Changes to Procedure or Additional Charges

If your treatment plan is modified following clinical reassessment or due to new medical information, your fee may be revised. All new charges will be communicated and only applied with your prior approval.

7. Cancellation, Rescheduling & Refunds

Procedures may be cancelled by either the patient or FACEMED for various reasons.

7.1 Right to Cancel During the Reflection and Cooling-Off Period

You have the right to cancel this contract within 14 days without providing a reason.

- The Reflection and Cooling-Off Period starts from the date of your Initial Consultation and expires 14 days later, meaning that this is the earliest date on which treatment may be provided. In line with RCS and GMC guidance, consent is always obtained directly by your operating Consultant in a two-stage process. Stage 1 occurs at your consultation with the surgeon. You then have a minimum 14-day Cooling-Off Period before Stage 2 (written consent and booking confirmation). Surgery will never be performed on the same day as the first surgical consultation.
- To exercise this right, it is your responsibility to inform your Surgical Coordinator by email.
- To meet the deadline, it is sufficient to send your communication before the end of the Cooling-Off Period.

7.2 FACEMED Cancellation Reasons

FACEMED reserves the right to cancel, postpone, or reschedule a procedure or appointment where proceeding would be unsafe, impractical, or not in the best interest of the patient or clinical team. This includes, but is not limited to:

- Non-compliance with pre-operative or clinical instructions
- Failure to meet patient obligations outlined in these Terms
- Medical unsuitability or discovery of new, worsening, or undisclosed medical information
- Behaviour or conduct that causes ethical concerns for the surgeon or clinical team
- Illness of essential clinical staff, including the surgeon or anaesthetist
- Malfunction or unavailability of essential medical equipment
- Medical emergencies, complications, or delays affecting theatre availability
- Force majeure events, such as extreme weather, transport disruption, or public health emergencies

In the event FACEMED must cancel or reschedule your appointment for any of the above reasons, we cannot be held liable for travel, accommodation, or loss of earnings.

To minimise disruption, we strongly recommend:

- Booking flexible or refundable travel arrangements
- Taking out comprehensive travel insurance, especially for patients travelling from outside the UK
- Ensuring hotel bookings allow flexible cancellation or amendments with at least 24 hours' notice



FACEMED will always endeavour to notify patients of changes as early as possible and minimise disruption. However, unforeseen health or operational issues may require unexpected changes, and while we sympathise with any inconvenience, there may be circumstances beyond our control.

7.3 Patient-Initiated Changes (Rescheduling or Cancellation)

Once the hospital care fee has been paid and your surgery date is confirmed, the following charges and refunds apply to the hospital care only (Consultant fees are non-refundable).

Timeframe before surgery	Rescheduling surcharge	Cancellation refund (% of hospital care fee)
4+ weeks	£0	100% (Full Refund)
4–3 weeks	£250	50%
3–1 weeks	£500	25%
Less than 1 week	£1,500	0%

Important notes:

- If your surgery is rescheduled on more than one occasion within the 3-week window preceding your surgery, the surcharges stated above will be doubled.
- If the rescheduled date is beyond six months of your original booking, your procedure may be requoted at current prices.
- If a procedure is rescheduled and then subsequently cancelled, the cancellation policy will apply based on the original booked date.
- Exceptions may be considered at FACEMED's discretion for significant adverse events (e.g., illness, COVID-19, bereavement), and appropriate documentation will be required.
- All refunds will be processed within 14 days to the original payment method.

8. Aftercare & Revision Surgery

FACEMED is committed to providing comprehensive post-operative aftercare to support your recovery, wellbeing, and surgical outcomes. Our Aftercare Policy is designed to guide you safely through your healing process.

8.1 Attendance and Adherence

It is your responsibility to attend all scheduled post-operative appointments with your nurse, surgeon, or other members of the FACEMED Clinical Team. You are also expected to follow all post-operative instructions provided in your Patient Information materials.

8.2 Missed Appointments and Voided Aftercare

Failure to attend two consecutive post-operative appointments without appropriate notice or justification may result in forfeiture of further aftercare support from FACEMED.

8.3 Revision Surgery

The FACEMED revision policy provides a detailed overview of revisional surgery including financial implications. Patients receive a copy of this policy when booking their procedure with FACEMED.



9. Access to Medical Records

FACEMED respects your right to access personal health information, handled securely under UK GDPR and the Data Protection Act 2018.

Requesting Copies: Email our Data Protection Officer at: hgo@facemed.co.uk Include:

- Full name
- Date of birth
- Description of requested records

Response Time: Within 30 calendar days. Identity verification may be required.

Required Documentation:

- Signed Medical Records & Photographs Release Form
- Valid photo ID (passport or driving license)

Records will be provided digitally via secure transfer, or by appointment for in-person collection.

10. Confidentiality & Data Protection

FACEMED protects the privacy, dignity, and confidentiality of patients in line with UK GDPR and the Data Protection Act 2018.

11. General Terms

11.1 About Us

FACEMED Cosmetic Medical and Dental Centre, Crays Hill, Billericay, Essex, CM11 2XP

11.2 Personal Data Use, Rights, Retention, Storage, Sharing, and Contact

- Detailed explanation of collection, processing, retention, access, and sharing of personal and health data.
- Patients may exercise rights including access, correction, restriction, deletion, portability, and complaint to ICO.
- Data is stored securely in the UK, shared only for clinical, legal, or consented purposes.
- Photographs used for medical documentation, planning, or aftercare; external use requires written consent.

11.3 Telephone Call Recording Policy

Purpose: Ensure safety, accurate records, staff training, dispute resolution, and compliance.

Scope: Applies to all inbound/outbound calls to FACEMED, covering all staff.

Notification: Callers are informed; alternative communication offered if recording is declined.



Data Protection: Calls stored securely, accessible to authorised personnel, retained up to 12 months unless legally required longer.

Access: Limited to management, clinical staff, or legal/regulatory bodies. Access is logged.

Patient Rights: Request access, correction, or deletion of call recordings subject to legal obligations.