

VOUCHERS - TERMS & CONDITIONS

Voucher duration. Vouchers are valid for a period of 6 months from the date of purchase. Cannot be redeemed after expiry date.

Email delivery. Digitally imaged gift vouchers shall be provided free of charge to the email address provided at point of purchase.

Voucher redemption. Services must be pre-booked. Vouchers can be redeemed in clinic and in person only. There is no option for online or email redemption. Redemption contact details are provided on the voucher.

Refunds. Vouchers are non-refundable. No change or credit given in the event that the voucher value exceeds the total cost of the treatment – for example where a £100 voucher is used to cover a £80 consultation.

Gift vouchers. Gift vouchers can be used for part or full payment of any treatment. If the treatment cost exceeds the amount of the gift voucher, the balance must be paid in full by credit or debit card at the point of booking. We also accept cash.

Transfer. Vouchers are non-transferable and cannot be exchanged for cash.

Lost or stolen vouchers. Lost, stolen or destroyed gift vouchers will not be exchanged or refunded.

Bookings. All bookings must be made by the voucher holder through our online booking system: <https://www.consultantclinic.com/booking-system>. Bookings require a booking fee. Booking fees will be applied to the cost of treatment on the day of your appointment along with the value of your voucher. If no treatment is performed, the booking fee is used for your consultation. You may retain your voucher for a later date.

Cancellations. In the unlikely event that a booking needs to be cancelled by The Consultant Clinic and it negatively impacts the expiration of the voucher, The Consultant Clinic will consider extending the expiry date. In the event that an appointment is cancelled by a voucher holder no refund of the booking fee shall be given. Appointment reschedules must be requested at least 14 days prior to appointment to preserve voucher.

For any further questions or concerns please contact:
helpdesk@consultantclinic.com

THANK YOU