

**As part of our operational COVID-19 procedures the following precautions will need to be adhered to:**

1. All necessary medical history questionnaires, treatment consent and Covid-19 screening proformas must have been submitted at least 48 hours prior to your appointment.
2. Entry to Southville Clinic will not be permitted until your designated appointment time.
3. At your designated time please ring the bell for Room 16 and I will come to collect you.
4. On entry your temperature will be checked, and you will be screened once more for any symptoms that may have changed since you completed your online screening.
5. You will be required to wear a face mask for the duration of the visit. If you do not have one then one will be provided for you.
6. You will be required to sanitise your hands on arrival and on departure.
7. No accompanying persons will be allowed entry during your appointment.
8. Please do not bring any unnecessary personal belongings in to the clinic - shopping bags, coffee cups, food, umbrellas, sunglasses, books etc.
9. Please arrive with a clean face with no make-up if possible.
10. If you have long hair, please try to ensure that it is tied up securely.
11. Your appointment time will appear longer than necessary on your booking as it incorporates cleaning time before and after your treatment, but your actual contact time with me will be minimised as much as is safely possible.
12. Payment of any balance due can be (1) preferably set up through BACS prior to arriving in clinic or (2) by card payment in clinic.
13. Conversation will be kept to a minimum.

**Booking terms and conditions:**

14. A fee of £50 is required for all online bookings.
- 15. Existing Patients:** The £50 fee will be deducted from your final fee and the outstanding balance will be due in clinic following your treatment.
16. If you have booked a treatment that requires prescription medication to be ordered, then your fee is non-refundable in the event of cancellation or no-show. Appointment times can be changed for free up to 48 hours ahead of your booking. Changes less than 48 hours may be subject to a discretionary charge of £25. This will be determined by the reason for cancellation and the number of previous cancellations/late attendances/no-shows.
- 17. New Patients:** The cost of a 45-minute initial consultation is £50. This fee is redeemable against any treatment (or product) booked during the consultation. Should you need to cancel or reschedule we kindly ask that you contact us 48 hours before your appointment. This allows us to manage our diaries and offer the appointment time to another patient. Failure to give the full notice will result in the fee being retained by the clinic.
18. To change or cancel an appointment please visit <https://www.jomae.co.uk/contact> or call 07710529636
19. We reserve the right to cancel or postpone a consultation or treatment, if you present with what appears to be COVID 19 symptoms
20. Late arrival may result in reduced treatment time or forfeiting of the appointment. We will endeavour to ensure that your appointment runs to time; however, should we need to cancel or postpone your appointment at short notice, we will make every effort to contact you in advance