

By making payment we will deem this to mean you understand and accept our terms conditions.  
Therefore please read before commencing with treatment and / or making payment.

# THE HAMLET CLINIC

t: 0207 127 4377 | e: [info@thehamletclinic.com](mailto:info@thehamletclinic.com) | w: [thehamletclinic.com](http://thehamletclinic.com)

## 1. Consultation conditions

1.1 VASER consultations are charged at £100. The consultation fee is to be paid at the time of booking the consultation via bank transfer on receipt of invoice. Confirmation of the consultation appointment will be sent to you via email once payment has been received.

1.2 VASER consultation fee will be deducted from the total cost of the procedure. The procedure is to be booked within three months of the consultation date in order for the fee to be deductible. The VASER consultation fee is otherwise non-refundable.

1.3 If the consultation/treatment appointment is cancelled the following charges will be applied:

Working days prior to consultation	% of refund
7 + days	100%
3 -5 days	0% but one free of charge postponement
'Did not attend' on the day	0%

1.4 Cancellation charges will not apply if the consultation date is re-arranged to another day, amended once free of charge, providing at least 72 hour's notice has been given. Cancellation policy will apply to the new date.

1.5 If The Hamlet Clinic cancels your consultation appointment, a full refund will be provided to the same bank account used to make payment of the invoice.

1.6 A second consultation will be offered free of charge if the patient books in within 6 months of the original consultation date. Additional consultations thereafter will be chargeable at a non-refundable rate of £100.

1.7 All patients are to complete and sign a medical history form prior to/during consultation. It is the patient's responsibility to disclose all medical history to the Practitioner however insignificant it may seem.

1.8 All patients are to sign and read the treatment information including possible risk and side effects prior to/during consultation. These will be discussed at depth in consultation with the Practitioner.

1.9 Full payment is required, no credit will be given

1.10 HRT/Anti-ageing consultations are charged at £500 and are subject to the same above terms and conditions. The consultation fee is not redeemable against the programme.

By making payment we will deem this to mean you understand and accept our terms conditions.  
Therefore please read before commencing with treatment and / or making payment.

1.11 Facial Aesthetic consultations are charged at £250 and are subject to the same above terms and conditions. The consultation fee is not redeemable against treatment.

## **2. VASER booking & payment conditions**

2.1 Confirmation of the total cost for your VASER procedure will be sent in writing via email following consultation. A bespoke quotation document will be provided to you

2.2 If you would like to book your procedure, written confirmation is required. Once confirmation has been received, a date will be agreed and confirmation of your procedure will be sent via email. To secure your procedure date a 50% non-refundable deposit will be required at the time of booking. An invoice will be sent to you via email and we allow 3 working days from the date of this for the deposit to be received. If the deposit has not been paid the date will be released.

2.3 The outstanding balance is to be paid 28 working days prior to your procedure date via bank transfer only. If the payment is not received we reserve the right to cancel your procedure. The 50% deposit payment will be lost.

2.4 If there is less than 28 working days prior to your procedure, the full balance is to be paid immediately within the 3 working days from receipt of invoice. Payments are only accepted via bank transfer.

2.5 VASER procedures booked at short notice (less than 14 days' notice) at patient request, may incur a surcharge.

2.6 Full payment is required, no credit will be given.

## **3. VASER cancellations and refund conditions**

3.1 If the 50% deposit is not received within 3 working days the procedure date will be cancelled.

3.2 If the remaining balance is not received 28 days prior to your procedure date, this will result in your procedure being cancelled and your deposit lost.

3.3 Should you want to cancel your procedure, cancellations must be put in writing and sent via email. The 50% deposit is always non-refundable and cancellation charges will apply, please refer to 3.4.

3.4

Working days prior to procedure	% of refund minus deposit
21 days +	100%
20 - 14 days	50%
14 - 7 days	25%
7 days or less including non-arrival on the day	0%

3.5 The above cancellation charges will apply, minus the deposit payment. Refunds if applicable will be made via bank transfer.

---

By making payment we will deem this to mean you understand and accept our terms conditions.

Therefore please read before commencing with treatment and / or making payment.

3.6 If you do not cancel in writing and do not arrive on the day of your procedure, this will be considered cancelled and cancellations charges will be applied. Refer to 3.4

3.7 If you do not arrive on time for your procedure, as confirmed within your confirmation email, your procedure may be cancelled. Cancellation charges and/or a minimum £1,000 charge will apply; the exact cancellation charges will be confirmed. A new date for your procedure will be organised once cancellation charges have been paid to us. The deposit would have been lost and required again to reserve the new date as per the above terms and conditions.

3.8 If you need to change the date of your procedure, you are to notify us in writing immediately. Please note your original deposit will be lost and you will be required to pay an additional 50% to cover cancellation costs and confirm the amended procedure date.

3.8.1 If you need to change the date of your procedure due to medical condition i.e. accident, disease/infection or similar, we will require a GP/Medical Letter in support of this. If satisfied, subject to review by your Practitioner/Consultant Anaesthetist and The Hamlet Clinic team, the original deposit payment will be deferred to the new procedure date providing at least 14 day's notice is given. Otherwise cancellation charges will apply, refer to section 3.4.

3.8.2 If the procedure date needs to be changed due to the patient contracting COVID or should a postponement be required due to regulation changes i.e. The Hamlet Clinic have to change your surgery date due to lockdown or similar, the original deposit will be deferred to a new procedure date for you. This will only be honoured if the patient contracts COVID and provides a GP/Medical letter or PCR certificate to evidence this, with their full details listed.

3.9 If The Hamlet Clinic has to cancel your procedure for medical reasons which were not disclosed at your consultation or at the time of booking your procedure, cancellation charges will apply. Refer to section 3.4.

3.10 If The Hamlet Clinic has to cancel your procedure for reasons other than medical you will be refunded in full via bank transfer, including your deposit. Refunds will be made within 21 days of the cancellation.

#### 4. **VASER procedure confirmation & conditions**

Written confirmation of your procedure will be emailed and will include:

- Date and time of your procedure including hospital location and admission details.
- Medical History form – to be completed prior to/during consultation

---

By making payment we will deem this to mean you understand and accept our terms conditions.

Therefore please read before commencing with treatment and / or making payment.

- Pre and Post Op Guide – must be read and adhered to by you prior to your procedure
- Blood Test Request – to be completed 7-10 working days prior of your procedure, and no more than 2 months in advance.
- Procedure Consent documents – must be read in full and signed via DocuSign (electronically) accordingly. A printed copy should be brought along on the day of your procedure and given to your practitioner also.
- Invoices for procedure – payments must be made in totality and in accordance with these terms and conditions. By making payment to us we will deem this to mean you have read, understood and accepted the T&C's.
- The Hamlet Clinic terms and conditions

#### **5. VASER – Aftercare conditions**

All aftercare sessions must be attended as instructed by the Practitioner. Our preferred aftercare therapist Raddy Dimitrova at Cosmetic Beauty UK Ltd will contact you directly to organise your sessions and take payment. You may require more aftercare sessions than originally instructed and as discussed during consultation. Our preferred therapist is qualified to make this recommendation and we strongly advise you follow her protocols. Aftercare is imperative to your healing and result.

Should you choose not to see Raddy at Cosmetic Beauty UK for all of your sessions (the patient must attend at least 2-3 sessions post procedure in the immediate stage of your recovery) it is a requirement that you attend MLD therapy with a practitioner local to you.

#### **6. VASER – Pre-assessment conditions**

6.1 Blood and MRSA swab tests must be completed at least 7-10 days prior to your procedure. The cost of these tests is to be paid directly to the company providing the test. Please speak with our team who can make a referral as required.

6.2 The results of your blood test will be sent to your practitioner and Anaesthetist to evaluate your results. If the Anaesthetist feels your blood results are out of their operative ranges this will be discussed with you. You may require further test/pre-assessment and your procedure date may have to be amended to an alternate date or cancelled. Refer to section 3

6.3 If after having further pre-assessment/blood work and the operative ranges have not change, The Hamlet Clinic will cancel your procedure and refund you as per our cancellation terms. Refer to section 3

6.4 If your procedure is cancelled due to your blood test results and this information should have been disclosed at your consultation and on your medical history

---

By making payment we will deem this to mean you understand and accept our terms conditions.  
Therefore please read before commencing with treatment and / or making payment.

form, cancellation charges will apply. Refer to section 3 and 3.4

## **7. VASER – included within your VASER quotation**

- The procedure and the expertise of the practitioner
- Theatre booking including surgical supplies and other various consumables
- The Theatre staff
- Post procedure care with a specially trained nurse on the wards at the Hospital
- Breakfast/lunch/dinner as applicable to your Hospital stay
- Post procedure antibiotics and pain relief
- Overnight stay at The Highgate Hospital (if applicable)
- Two elastic compression garments (face and body as applicable)
- 4D Vest garment
- For post-operative appointments with your practitioner

7.1 If any of the listed additional items are required, these will be charged for separately:

- Additional prescription
- Additional garments (compression and 4D)
- Additional overnight stay at the Hospital

7.2 The following is not included in your quotation and are charged separately:

- Pre-assessment blood and MRSA test - paid directly to the provider
- COVID LFT or PCR (as required) – paid directly to the provider
- Aftercare sessions with the Therapist – paid directly to the Aftercare Therapist

## **8. VASER – The Results**

As with all surgical procedures there is a risk of possible complications despite the highest standard of care which will be provided to you by the practitioner and the Hospital. The majority of complications are uncommon or rare. It is essential before you have your procedure that you fully understand the risk and side effects. A copy of the possible risk and side effects will have been given to you and discussed during consultation; further copies are available to you at any time. The practitioner will discuss and explain these with you prior to your procedure. No guarantees can be provided against the complications that could possibly occur. Please note our practitioner Dr Grant Hamlet, has low complication rates, something he and the medical Hospital are very proud of.

During your consultation your practitioner will ensure you are told of the realistic results (setting realistic expectations with you) ensuring that your expectations are not too high. Therefore, The Hamlet Clinic will be unable to offer you a completely

---

By making payment we will deem this to mean you understand and accept our terms conditions.

Therefore please read before commencing with treatment and / or making payment.

free repeat procedure if you feel the results are disappointing. Please note, you will need to allow suitable time for healing and settling; up to 6-9 months and in some cases 12 months. After this time and as long as you adhered to all of the pre and post-operative instructions, attended all post-operative appointments including aftercare sessions, the practitioner will discuss the options available to you. Further treatment will only be provided if it will offer significant improvements. An additional fee by The Hamlet Clinic for the practitioner will not be applied but all other external fees will apply.

The results of your VASER procedure will be assessed at each of your four follow up appointments with your practitioner; first appointment within one month, second appointment within 3 months, third appointment within 6 months and fourth appointment within a year. Further follow up appointments can be organised free of charge if deemed necessary.

Please note, The Hamlet Clinic will not waive the practitioners fee if any of the following were not adhered to by the patient:

- If any medical history was not disclosed
- If any or all of the pre-operative instructions were ignored or not adhered too in full
- If any or all of the post-operative instructions were ignored or not adhered too in full
- If any of the aftercare sessions instructed were not attended
- If any additional aftercare session were not had despite the advice and recommendation from either the practitioner and/or Aftercare Therapist
- If any of the follow up appointments were not attended
- Any physical injury outside of The Hamlet Clinic control including excessive weight gain or loss that would have impacted the results