

## **Fees and costs**

- There is a consultation fee of \$250 payable for each consultation, payable on the day of the consultation. Medicare rebates are not available. If you do not have treatment on the same day as your consultation, a single fee of \$250 will be charged. If you have a treatment on the day, the consultation fee will be waived. There is a minimum cost of \$250 for any treatment in one session.
- Fees are charged for service and any products used during the course of treatment.
- You are not required to provide a deposit to book either an initial consultation or a treatment consultation.
- We acknowledge that you might need more time to think things over, and that occasionally your treatment needs to be delayed for medical reasons. However, the consultation fee will still apply and is NOT refundable.
- Refunds are also not available, even if you feel the treatment does not meet your expectations. We try our best to educate you about the individual and unpredictable nature of human bodily responses, what is and is not possible, to set your expectations at a realistic level so disappointment should not arise.
- If a complication occurs during or after treatment, we may need to refer you to other specialists / services. In such a case you are responsible for the costs of such services and treatments deemed necessary for best patient outcome.
- There may be additional costs within the clinic for instance if emergency treatment needs to be instituted (e.g. Hyalase).
- We do not charge for follow up attendances that check on your results and which take place at the scheduled time, but do charge for any further products that are used at such attendances.

Please feel free to ask any questions about the issues raised above.