

GENERAL TERMS AND CONDITIONS

1. legal basis

All treatments are carried out on the basis of the treatment contract, including the following general Terms and conditions of the practice.

2. Formation of a treatment contract

A treatment contract can be concluded both verbally and in written form.

3. Services

Treatment services are provided on the basis of a non-physician prescription for therapeutic procedures. Aesthetic medicine services are to be paid for immediately after completion of the treatment in cash or by EC/Credit card. The practice is managed according to a 'by appointment only' system. Therefore, the agreed treatment appointments are exclusively fixed and set to your convenience. The treatment appointment is kept free for the patient alone. As far as the patient appointment cannot be attended, she/he must inform the practice at least 24hrs prior to the agreed appointment, either by telephone or email.

4. Appointments

To avoid unnecessary waiting times for all patients, all appointments are made on an 'appointment only basis'. In the event of unforeseeable delays in previous treatments, short waiting times are not always preventable. We apologise for any inconveniences that may arise.

Appointment cancellations/changes: Cancellation of appointments by patients should only be made in urgent cases and in good time. An appointment is considered cancelled in good time if the cancellation is made within the opening hours (Monday to Friday 8:00 to 18:00), at least 24 hours before the arranged appointment by e-mail (info@medisthetik.de). Appointments that are **not** cancelled in time (regardless of the reason) will unfortunately have to be completely privately invoiced and paid for in full within 5 working days. This especially applies for vouchers purchased with expiry dates. Should the client choose not to arrange or attend an appointment according to agreed dates for the redemption of vouchers, the voucher will expire without compensation. Cancellation of appointments or Changes by the practice are possible at any time for important reasons, e.g. illness of the therapist/emergency situations that cannot be foreseen. The patient will be informed as soon as possible, and a new appointment date will be arranged to the next possible date.

5. Late arrival

If the patient is late, the treatment time is shortened accordingly. If less than half of the treatment time remains, the treatment appointment is considered cancelled and the patient can be invoiced privately.

6. Default of Payment

In the event of a default in payment, the practice is entitled to claim interest and damages for the payment delay and any cost that may occur.

The practice is entitled to charge 5 € for the costs of each payment reminder it has to send. If the patient refused to pay the invoice, the invoice will be given to a collection agency and the patient will have to cover all the costs that may occur.

Signature: _____

Date _____

7. Liability

The liability of Medisthetik (1) for damages due to injury to life, body or health, (2) for intent, gross negligence or (3) basis of legally defined no-fault liability (e.g. product liability law) shall be governed by the statutory liability laws. Medisthetik's liability for the violation of cardinal obligations is limited to the foreseeable and typical damage at the time the contract was concluded. Cardinal duties are duties, such as the fulfillment of the treatment contract which enables the proper execution of the treatment in the first place and compliance with safety procedures. Additional claims for damages that are not related to the treatment contract are excluded.

With my signature, I hereby acknowledge that I have read, understood and agree to the terms and conditions. I declare, that I request this treatment, that my information is correct and complete. I received detailed consultation and the necessary information about the procedure, costs, risks and side effects and understand. I have been advised of the above general terms and conditions of Medisthetics. With validity of the preceding regulations to the liability and the general terms and conditions of Medisthetik, I agree and give my informed consent to the planned treatment.

IMPORTANT NOTE

Appointments that are cancelled more than 24 hours before the treatment remain free of charge.

Appointments cancelled less than 24 hours before the treatment will be charged at 50%.

Appointments that are not cancelled will be charged at 100%.

Cancellation must be made in writing to info@medisthetik.de or to directly sent to the Practice:

Praxis für Ästhetische

Medicine, Felix-Wankel-Strasse 41,

70794 Filderstadt.

The distinction between cosmetic treatment and medical service is decisive. The execution of treatments in the practice for aesthetic medicine, Medisthetics is not reserved for doctors, but can also be performed by assistants (alternative practitioner, physician assistant, or beautician, naturopaths, Functional Medical Practitioners). We do not practice medicine or heal illnesses in this practice.

Name: _____

Surname: _____

Address: _____

Patient Signature _____ Date _____

