



Terms and Conditions

Cancellation Policy

In-DERM Skin Clinic provides service to its clients under the Terms & Conditions which are set out below. Please ensure that you have read and fully understood them.

If you are unable to attend your appointment and wish to cancel, or rearrange your appointment, please contact us immediately on 0208 626 7869 or info@in-dermskinclinic.com within 24 hours before your appointment. In the event that you fail to cancel or rearrange at least 24 hours before your appointment, In-DERM Skin Clinic reserves the right to forfeit the treatment from your course or charge cancellation fee.

We hope you understand that our appointments are limited and we constantly endeavour to accommodate appointments for all of our clients at the times and day most convenient to them and therefore it is important that we limit last minute cancellations.

Cancellation fees

50% for late cancellations

100% for no shows

Late cancellations for free consultations will be charged £10, no shows will be charged £20.

Treatment Refund Policy

Please note that we do not offer refunds on any treatment purchased.

Product Refund Policy

Please note that we do not offer refunds on any product purchases. However, if you change your mind about your purchase within 7 days, we are happy to exchange it for another product or offer you a credit note. This policy does not apply to products which have been used or opened.

Child Supervision in Clinic

Children are welcome into our clinic however we regret that our staff members are unable to supervise children during treatments for both health and safety and insurance purposes.

Please could we politely ask that you do not bring your children along to your appointment with us unless they are supervised by another adult.

Children will not be allowed into treatment rooms for health and safety reasons.

We apologise for any inconvenience caused by this.

Data Privacy

We will not and do not supply any of your details to any third party at all. The privacy of your personal information is very important to us. Please see our privacy policy. From time to time we may send you e-mail notifications of new arrivals or promotions from In-DERM Skin Clinic. In all e-mails you will be given the option to be removed from our mailing list, which will mean removal of your details from our mailing list. You will not be sent future correspondence unless you request to be added to our mailing list at a later date.

In-DERM Skin Clinic
2a Acton Lane
W4 5NE Chiswick
London