



Terms and Conditions for Models

Policy for Patient Models for Education & Teaching Purposes

THIS POLICY WAS LAST REVIEWED/UPDATED ON 08/02/2020

Section 1 – Devon & Cornwall Aesthetics Academy is a training and education provider for medical professionals in the non-surgical medical aesthetics sector. As part of delivering training courses, we use patient models for:

1. Our trainers to demonstrate procedures by carrying out treatments for delegates to learn.
2. Our delegates to build competence and practical knowledge by carrying out procedures under the direct supervision of an experienced medical aesthetics nurse.
3. Clinical photography (e.g. before/after images, teaching images) for the purposes of marketing and education purposes.

Section 2 – Initial patient model selection (pre-booking)

1. Upon initial registration as a patient model, we will take information from the model to store in our database, and ask questions to identify the suitability of the model for treatment.
2. All patient models that elect to have treatment with Devon & Cornwall Aesthetics Academy are required to undergo a medical consultation prior to treatment. However, initial suitability assessments are carried out via email/messages or by telephone. This includes:
 - a) Basic contraindications such as pregnancy, breastfeeding etc.
 - b) Basic medical history.
 - c) Taking a treatment history for previous cosmetic procedures.
 - d) Any previous adverse reactions and complications.
 - e) Understanding of patient expectations.
 - f) All models are required to submit a selection of recent photos to our team for assessment (defined as less than 2 weeks old and not had any further aesthetic/medical/surgical treatments since the photos which may alter the patient's appearance, which may impact our assessment). – Please note follow up photos will also be required.

Botulinum Toxin A (Botox/Azzalure) is a prescription medication and as such all patient models that will model for Botulinum Toxin A (Botox/Azzalure) treatments will first need to

undergo a face to face consultation with one of our Nurse Prescribers. This is the law, we will not treat anyone who is unable to attend this initial assessment before the treatment date.

3. Devon & Cornwall Aesthetics Academy reserve the right to decline or cancel any appointments which are booked where by:
 - a) A patient model is not willing to submit photographs; or
 - b) Where the photographs are of insufficient quality to make an informed decision about suitability for treatment; or
 - c) Whereby the photographs indicate a contraindication or other reason to indicate that treatment is not appropriate
 - d) Where we invoke the right to decline or cancel an appointment (e.g. due to course cancellation), we will refund any appointment deposit/payment we have taken.

Section 3 – Follow-up appointments.

We may ask you for a follow up photo, you are required to supply a photo if asked. Failure to do so will result in you not being used as a future model.

All patient models are entitled to a follow-up appointment if one is required, although this will not necessarily involve additional treatment. Please contact the provider if you need to arrange a follow up review.

1. Unless our clinical judgement dictates otherwise, all follow-ups must be carried out within 1 month of the original treatment (within 3 weeks for anti-wrinkle injections).
2. By agreeing to these terms and conditions the patient model is fully aware that all treatments are to be carried out by delegates in training. The patient models desired result will be discussed before the procedure but due to the inexperience of our delegates, desired results may not always be achieved. Any further treatments due to any displeasing aesthetics results from training days will incur an extra charge.
3. All patient models are to be aware that this is a training day, you as patient model will have a safe procedure but training doses will be used to ensure a safe application by the trainees. This may not be the dose required to achieve your desired results. If necessary we will suggest a follow up treatment (within the specified time scales), however further treatment will incur a £25 supplement. Our team has the final decision in respect of the fee structure for follow-up treatment and recommendation of treatment plan.

Section 4 – Multiple bookings by same model for same training day.

1. For patient models electing to have more than one area of the face treated on the same day, Devon & Cornwall Aesthetics Academy can book more than one treatment

appointment on the same day for that model, providing there are no contraindications to doing so.

2. Our team will create an appointment for each procedure that has a defined patient outcome.

Example: Three areas of upper face Botulinum Toxin will cover several muscle groups/ areas of the face, but they are linked to a defined patient outcome of relaxing wrinkles in the upper face. Therefore, it's treated as one procedure and does not require more than one appointment

3. A non-refundable deposit is required for EACH appointment made.

Section 5 – Appointment deposits.

1. Patient models wishing to book an appointment for treatment by a Devon & Cornwall Aesthetics Academy clinician, is required to pay a non-refundable, non-transferable appointment deposit.
2. Failure to attend the appointment will result in automatic forfeiture of the appointment deposit.
3. If a patient model expects to be late to his/her appointment, then they should contact Devon & Cornwall Aesthetics Academy by phone. A tolerance of 15 minutes is permitted however after that our team reserve the right to cancel the appointment with the forfeiture of the deposit paid.

Section 6 – Undergoing Treatment.

1. Patient models are explained at the point of initial contact that they are attending their appointment for training and education reasons to the benefit of qualified medical professionals who wish to learn skills in aesthetics.
2. As such, each patient model must be prepared to undergo treatment by delegates who are attending a Devon & Cornwall Aesthetics Academy training course.
3. Patient models are not permitted to request that the Trainer carries out their treatment. It is at the discretion of the Trainer who carries out the treatment of the model.
4. Devon & Cornwall Aesthetics Academy reserve the right to decline treatment on the day due to patient model contraindications (including illness). In this instance, the appointment deposit will be transferred to a different date but not refunded.
5. Patient models are requested not to bring children or more than one friend or family member to the clinic.

Section 7 – Course structure and appointment times.

1. Each course may vary in timings due to the amount of delegates attending, because of this we are unable to issue time slots at the time of booking. For this reason we ask you to be free from 11am until 5:30PM on the day of treatment. 1 week prior to your treatment date we will issue you with a fixed appointment slot.
2. Models may be requested to arrive, up to 15 minutes before their designated appointment slot in order to prepare for their treatment.

3. Devon & Cornwall Aesthetics Academy cannot guarantee appointment slots will run to schedule. We will do our utmost to keep to given appointment slots but as we are in a teaching environment we cannot predict nor forecast potential variations in timings.
4. We expect your appointment to be 30-45 minutes in duration but we do ask all models to allow at least 2 hours in case timings run over.

Section 8 – Adverse reactions and complications.

1. Adverse reactions and complications are a risk of any medical procedure.
2. All delegates of training provided by Devon & Cornwall Aesthetics Academy are medical professionals who belong to a Professional Statutory & Regulatory Body.
3. Patient models will be informed of potential side effects, complications and adverse reactions to treatment on the day.
4. In the event of an adverse reaction and complication after the treatment, the patient model should contact us on 07951885968 or 07958419276.
5. In the event of a medical emergency please dial 999
6. All trainers are trained in the use of Hyaluronidase and other emergency protocols relevant to our treatments.

Section 9 – Paying for treatment.

1. Appointment deposits are paid in advanced to secure a model appointment on one of our training courses. We accept payment via Bacs, or Cash.
2. All models must pay a £50 deposit at the time of booking with all remaining balance due 48 hours before the day of treatment. Unless otherwise stated.

Section 10 – Complaints.

1. Devon & Cornwall Aesthetics Academy firmly believe in turning negatives into positives. We take any negative complaints, respond to them, record them and evaluate them. All of these actions are to provide a better experience to all our delegates.
2. Complaints about any aspect of Devon & Cornwall Aesthetics Academy should be made in writing to: Devon & Cornwall Aesthetics Academy, 14 High Street, Exmouth, EX8 1NP, or by email to: admin@devonandcornwallaesthetics.co.uk
3. Complaints will be acknowledged within one week of receipt.

Section 11 – Data Protection.

1. In booking a model appointment with Devon & Cornwall Aesthetics Academy, you agree to us using any data you submit in order to process your appointment. Your details will not be transferred to any third party without your written consent.

Section 12 – Photographic Images and Social Media.

1. As a model for Devon & Cornwall Aesthetics Academy, you fully agree to photographs being taken and used for advertising and training purposes. This can include social media, such as Facebook, Instagram and Twitter.

By confirming your booking with us for forth coming treatment/s as a model you fully accept all our terms and conditions as listed above.

Devon & Cornwall Aesthetics Academy

14 High Street,

Exmouth,

EX8 1NP