



Terms and Conditions

- 1-Mr Khashaba Plastic Surgery provides aesthetic and cosmetic surgery. All services are subject to availability and the discretion of Mr Khashaba.
- 2- By accessing or using the services provided by Mr Khashaba Plastic Surgery Practice the client /patient agrees to comply with and be bound by the following terms and conditions.
- 3- Clients / patients accessing our service must be of legal age and possess the legal and mental capacity to consent to aesthetic surgery procedures. We reserve the right to refuse services to anyone for any reason at any time.
- 4- Full payment of the consultation fees must be completed at least **48 hours** prior to the clinic appointment. Failure to complete the full payment will result in cancellation of the appointment.
- 5- The consultation fee covers the initial one-hour face-to-face consultation with Mr Khashaba, and all subsequent appointments prior to or after the surgery until 12 months following the surgery. All further follow up consultations after discharge or after 12 months after surgery -whichever comes first- regarding the original surgery, will require an additional payment of £50 as follow up appointment fees.
- 6- Consultation fees cover only one surgical condition, complaint, or request regarding a single body part or area. Any further surgical conditions, complaints or requests involving other parts or areas of the body will be considered as a new consultation that requires a separate fee.
- 7- The consultation fee is independent of the surgical fee, and it should **not** be considered as a guarantee of surgery. The consultation fee is for gaining a professional advice, insight, opinion, examination, and for planning for future procedures, for correcting a condition or enhancing a body part.

**Mr Haitham Khashaba MBBCh, MSc, MRCS, EBOPRAS, FRCS(plast)
Consultant Plastic, Reconstructive & Aesthetic Surgeon**



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8- Mr Khashaba is registered with the PHIN (Public Health Information Network, <https://www.phin.org.uk>), he is a full member the BAAPS (British Association of Aesthetic Surgeon, <https://baaps.org.uk>), and the BAPRAS (The British Association of Plastic, Reconstructive and Aesthetic Surgeons, <https://www.bapras.org.uk>), and he is fully registered with the GMC (General Medical Council, <https://www.gmc-uk.org>) on the specialist registry for plastic surgery, and is accredited by the Royal College of Surgeons of England Cosmetic Surgery Certification Scheme (<https://www.rcseng.ac.uk/patient-care/cosmetic-surgery/choosing-a-surgeon-and-hospital/certified-cosmetic-surgeons/>), and thus will aim to provide his patients and clients with all possible and available information regarding their proposed surgery, and will ensure their safety throughout their surgical journey, and will aim to provide a high quality service.

9- Mr Khashaba will only perform his surgery in a registered and regulated facility by the CQC (Care Quality Commission, <https://www.cqc.org.uk>).

10- Refund Policy:

- a- The client / patient will be entitled to a full refund of the consultation fee if they cancelled the appointment more than 48 hours prior to the appointment date.
- b- No refund is issued if the client / patient does not wish to go ahead with surgery.
- c- A refund is issued if the client / patient does not attend their appointment, or they cancelled less than 48 hours prior to their appointment, only a £50 GBP is deducted for administrative expenses (admin fees).
- d- The consultation fee can be carried forward if the client / patient wishes to change the clinic appointment to another date.
- e- The client / patient will be entitled to a full refund of the consultation fee if the clinic appointment was cancelled by the surgeon, clinic or the facility for any reason.

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f- If the surgeon decides that surgery is not recommended or indicated, required, or he cannot meet the patient's/clients expectations, a refund for the consultation fees will be issued, with only £50 GBP deducted for administrative expenses (admin fees).

11- As part of the consultation, Mr Khashaba will be taking a full personal, medical, and surgical history and will perform medical examination that may involve sensitive or private areas with a presence of a registered chaperone.

12- During the consultation, a consent form will be handed to the client / patient to sign after which medical photography will be taken regarding their condition.

13- The client / patient will be handed a paper copy or emailed an electronic copy of patient information leaflet regarding their condition. Mr Khashaba may use photographs of previous patients (adequately anonymised), diagrams or drawings to help the client / patient with their decision making.

14- Mr Khashaba Plastic Surgery Practice is committed to protecting the privacy and confidentiality of patient information, as Mr Khashaba is also registered with the ICO (Information Commissioner's Office, <https://ico.org.uk>) and handles client's / patient's information in accordance with the Data Protection Act 2018 and the GDPR (General Data Protection Regulation, <https://gdpr.eu>)

15- All clients / patients are entitled to ask questions and enquire about Mr Khashaba's surgical training background, previous results, patient feedback, qualifications, and certificates at any time before, during or after the consultation.

16- Clients / patients are cordially requested to inform Mr Khashaba about all their medical, surgical, and personal history, and answer questions to the best of their knowledge to help formulating a safe surgical plan.

17- Nicotine ingestion, in particular smoking, is a major contributor to multiple health problems and surgical failure, as a result, in our practice we refuse to operate on active smokers. Clients /patients will be asked to sign a smoking

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cessation consent form, and a nicotine test may be taken on the day of surgery as a routine for most patients. Any positive test result will result in cancellation of the surgery, and the client /patient will incur a cancellation fee.

18- The Full Price / quote for the procedure(s) is discussed with the hospital / facility management, and it is not dictated by Mr Khashaba.

19- Consultation and surgical fees are non-negotiable.

20- As a tribute and appreciation to healthcare staff, Mr Khashaba offers all healthcare professionals a reduction of his consultation fees to only £50 GBP, and a 25% discount only on his surgical fees (this is not a discount on the overall price of surgery which may include but not limited to, anaesthetic fees, hospital fees, implants fees, etc.).

21- In line with the GMC regulations and of marketing authorities, Mr Khashaba does **NOT** offer any free consultations, time-limited offers, or special-occasion discounts on his surgical fees or consultation.

22- Revision Policy:

- a- Revision surgery is defined as surgery to correct certain adverse outcomes of cosmetic surgery that are deemed an error in technique, or an abnormal unintended outcome of surgery.
- b- Revision surgery **does not** include outcomes that are deemed within normal or acceptable range, or inevitable consequences of surgery (e.g. scars, or effects of gravity, capsular contracture, etc), or outcomes that are considered unsatisfactory by the patient / client.
- c- Dissatisfaction with the outcome of the surgery or procedure, **does not** constitute a right for revision surgery.
- d- Some surgically correctable outcomes, complications or adverse events are considered for revision surgery.

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- e- Revision surgery is not guaranteed; however, it is an agreement with Mr Khashaba, the client / patient and the hospital provider, thus it will have to comply with the terms and conditions of the hospital /surgical facility.
- f- The patient / client must ask the hospital / surgical facility regarding their revision policy prior to agreeing to any surgery.
- g- Mr Khashaba will waiver his fees in case an agreement of revision surgery is reached.
- h- In some cases, where the client / patient wants a further enhancement or improvement of the outcome within the 1st year of their surgery, this is not considered as a revision surgery, and the client / patient will be expected to pay 50% of Mr Khashaba's surgical fees, and the full hospital fee. If this is beyond 12 months after the original surgery, this will be considered as a completely new procedure, and the client /patient will be charged the full surgical fees.