

Interface Aesthetics Model policy Statement

Interface Aesthetics is a Non-Surgical Aesthetics Training Academy that prides itself on leading a positive movement in the Aesthetics industry in the UK, adhering to the highest safety standards, and by only training Registered Medical Professionals. This means that you, as a model patient, will be in safe hands. Our supervising tutors are experienced Aesthetic Professionals with at least 5 years of experience in the injectable Aesthetics industry. In addition, they are certified trainers. Our delegates are Registered Healthcare professionals – they can be Doctors, Dentists, Nurses, for example. They will come to the course with vast knowledge of the facial anatomy already and will be theoretically taught about the aesthetics techniques and trained by our Interface tutors to deliver the best service to our patients with evidence-based and patient-centred approaches.

Dr James Olding, the Founder and Course Director, has personally created and tailored all the course material to ensure that all the delegates have access to the anatomical knowledge needed for our courses. In addition, the course structure involves small classes and a very friendly environment where both delegates and model patients can feel comfortable to ask questions and express themselves in a safe environment.

Interface Aesthetics is proud to be accredited by OFQUAL, the national education and training regulator, to deliver the nationally accredited Level 7 Diploma in Injectables, the Gold Standard qualification in the industry. There is only a limited number of aesthetics training academies are permitted to deliver this course.

Thank you for being a model patient at one of our courses. We are delighted to have you participating in our training. You are very important to us, and you will be part of the learning and development of the future Aesthetics Practitioners. By doing so, you will receive a significant discount (up to 70% cheaper than private practice prices) while receiving the treatment in a strictly safe manner. Patient safety is at the heart of our business and we would like to reassure you that we will deliver evidence-based care to you with a patient-centred approach.

When booking your appointment, you will be given clear instructions of the location and time of your appointment. You will also give your commitment that you will attend the appointment and should need to cancel the appointment, you will do so in advance so that we have time to replace you. Not showing up will have an impact on the course and on the delegates' learning. And importantly, it means that another model patient is not able to access the care and treatments they would like. Given that we have a large waiting list of models, this is very frustrating for everyone involved.

Interface Aesthetics reserves the right to ask for a deposit of 50% of your treatment prior to your attendance. This deposit is only going to be used towards the final price of your treatments. If you do not show up for your appointment, or if you cancel within 48 hours of the training day without a valid reason, we reserve the right to not refund you. If a deposit is not taken for any reason, Interface Aesthetics also reserves the right to reclaim 50% of the treatment price of treatments cancelled within 48 hours of the training day. This can be reclaimed on future treatments should you wish to participate and receive treatment in a subsequent course.

By being model patient at Interface, you confirm the following

- You are over 18 years of age
- You are not currently pregnant or breastfeeding
- You agree that you are not allowed to choose who will treat you. On the day of your treatment, you will be treated by either the tutors, the delegates or by both.
- You understand that you must complete ALL the our Medical and Consent forms prior to the treatment and declare allergies and specific medical conditions.

- You understand that we use products from Allergan Pharmaceuticals, and they are
 - Botox® - Botulinum Toxin A
 - Hyaluronic Acid-based Juvederm fillers (Volbella, Volift, Voluma, Volux)
 - Skin Boosters

By being a model patient, you agree that you are part of the learning and development of the aesthetics skills of the delegates. You understand that you will cooperate and be helpful and patient with our staff and delegates. There might be occasions that delegates will stop the treatment to ask questions and write notes, for example. In addition, you understand that you will be treated in a communal room, where privacy cannot be guaranteed.

On some of the training days, we will have a photographer and videographer. This is important to ensure our training is promoted as part of our campaigns, in patient safety, social media, our company website and training materials. As a model you may appear in one of a number of ways:

1. Partially visible, or at a distance as part of a group shot during injecting
2. Close up where a specific treatment is being filmed or photographed
3. As part of a testimonial on video or with before and afters (this will be discussed with individual model patients before and on the day)

If you have any questions on the above, please do not hesitate to contact before your appointment day to discuss.

Results and Follow Up

Interface Aesthetics is proud to deliver top service to both delegates and model patients. Prior to the treatment, you will have a consultation with the delegates and tutor where you will disclose the reasons for the treatment and explain the results you want to achieve. You will then be given a realistic opinion on the treatment, on the amount of product needed and of the risks/side effects of the treatment. Any injectable treatment has its risks and side effects and that will be explained to you – by signing the consent form, you agree you understand this.

By being a model patient, you consent to be treated by delegates and tutors on the days of the course. You are unable to request who will treat you on a given day.

With regards to follow up visits:

- If you need to return for a follow up or additional treatment – please contact us and we will schedule your appointment to the next available course date. Courses usually occur on a monthly basis, however at times the interval between these may be larger, meaning the ability for any ‘top up’ treatment or otherwise is removed. **In any case, any additional assessment or treatment time, or indeed product used, after the initial treatment, is completely at the discretion of Interface Aesthetics.** We will assess each situation individually.
- If you have an emergency and need to see us urgently after the treatment, please contact us straight away and we will arrange for you to see or speak to a clinician.
- By being a patient model, you understand that you cannot contact the tutors privately for follow up appointments (unless it is an emergency). This must be done through our normal booking system with the person who booked you for your appointment.

By being a Model Patient, you understand that price of your treatment is a reflection of the quantity of product used and you will be fully informed of our prices before the treatment. Should you wish to dissolve any product as a consequence of you not liking the result of treatment, you will not be eligible for a refund.

We use standard doses/units in all the treatments. In some cases, there might be a need to use more products – according to each individual – everyone is different. We have a policy that if you need a botulinum toxin top up, this should be arranged 2-4 weeks after your treatment, and it will be arranged for the next available training date. Standard top up doses/units will be applied then. Again, arranging

this within the remit of the training days is completely the Discretion of Interface Aesthetics, and based on availability to do this.

Interface Aesthetics cannot guarantee results. We cannot guarantee that any treatments' results will meet your expectations either. Treatment results may vary from person to person. As a result of differences in anatomy and metabolism, different individuals may experience different and reactions from a treatment.

In the case of Botulinum toxin, if a top up is needed, we aim to provide this free of charge in the next available course event. With dermal fillers, if you are not satisfied with the result of the treatment, we offer the possibility to dissolve the product with Hyalase – it is within our discretion to charge £50 to dissolve any product that has been injected with no complications.

In the event that you are not satisfied with the result due to wanting to see a greater, or more pronounced effect, it is possible that more product is needed. If this is the case, we will book you in for a review and offer advice. Interface Aesthetics will charge for any new treatment conducted. Interface Aesthetics does not offer refunds for treatments. A specific outcome can never be guaranteed.

If you have been treated before and did not get the results you wanted, please make sure you discuss this in your consultation and declare on your patient form.

We reserve the right to decline to see any patient for any reason. Importantly, we reserve the right to not treat any patient should the tutors/delegate decide that the treatment is not going to be beneficial for the patient wellbeing and mental health. Our clinicians can signpost patients to support to assist with any traumatic past issues prior to accepting to treat them.

Interface Aesthetics will not treat any patient that has already had treatment with another practitioner (not treated by Interface) and wants to fix/correct/improve the results achieved. In this case, we recommend that this patient should seek the practitioner that treated them in the first place or seek the standard (private) services of a practitioner.

Summary Statement

Our model patient cohort has grown significantly since we were founded almost 2 years ago; this is based on the excellent relationships we have built with our models, and the great treatment results and patient experience we offer. Being able to deliver great treatment outcomes to our model patients is part of what makes our job so incredibly rewarding. We regularly seek feedback from our model patients, both formally and informally, and we use this to further improve the service and care we offer. However, it is important to highlight that this is not a private aesthetics service – indeed, each individual treatment/product offered on the course would be around £300 if taken privately, while certain treatments which require more product or are more specialist would even more expensive. In view of this, if you feel that you would prefer a one-on-one service with a highly experienced clinician carrying out ALL STAGES of care, and which offers flexibility in treatment and follow up, we strongly recommend that you seek a private practitioner, and we will be happy to signpost you to a clinician who may be able to see you.

Interface Aesthetics Training.