

CLIENT INFORMATION BOOKLET

At CosLux Cosmetic Clinic, your safety and satisfaction are our top priorities.

This **Client Information Booklet** (“**Booklet**”) is intended to provide Clients with important information about CosLux Cosmetic Clinic, including Treatment processes, risks, privacy practices, and your rights as a Client. It is provided for your information only. The information in this Booklet applies to all Treatments offered by CosLux and should be read together with the documents listed in the table below. These documents form the Client’s clinical and consent framework and are designed to ensure informed decision-making, safety, and compliance with all relevant laws and regulations.

Document: Treatment Consent Form(s) Treatment-specific document outlining the process, expected outcomes, side effects, contraindications, and aftercare instructions.

- The consent forms are currently as follows:
- Anti-Wrinkle Treatment Consent Form
- Skin Booster Consent Form
- Dermal Filler Consent Form
- Hylase Consent Form
- Waiver of Cooling-Off Period Completed when a Client elects to waive the recommended 24-hour Cooling-Off Period prior to Treatment.
- Treatment Against Medical Advice & Release Required when a Client chooses to proceed with a Treatment that differs from the Practitioner’s recommendation.
- Photo & Marketing Consent Form Used to obtain consent for CosLux to use Client images for education, training, or marketing purposes.

Additional documents and/or forms may be introduced in the future as necessary to ensure compliance, safety, and ongoing improvements to our services.

All information provided in this Booklet is intended to be clearly understood by Clients.

If you have any questions regarding this Booklet or your Treatment, please contact us at info@coslux.net or speak directly with your Practitioner.

We thank you for choosing CosLux Cosmetic Clinic — where your safety, confidence, and satisfaction are our priority.

Compliance Notice CosLux Cosmetic Clinic operates in accordance with the Therapeutic Goods Administration (**TGA**), Australian Health Practitioner Regulation Agency (**AHPRA**), and relevant Australian medical and privacy legislation.

CosLux does not advertise prescription-only products or guarantee specific results. All information is provided to support informed decision-making, and Clients are encouraged to discuss any questions or concerns with their Practitioner prior to undergoing Treatment.

CosLux does not publish pricing or promote brand names of prescription-only products in accordance with AHPRA and TGA advertising guidelines.

TABLE OF CONTENTS GLOSSARY OF TERMS. 6

1. INTRODUCTION.. 6

2. DEFINITIONS. 6

OUR SERVICES EXPLAINED.. 9

1. INTRODUCTION.. 9

2. ANTI-WRINKLE INJECTIONS. 9

3. DERMAL FILLERS. 9

4. SKIN BOOSTERS. 9

5. HYALURONIDASE (HYLASE®). 9

6. TOPICAL ANAESTHETIC APPLICATION.. 10

7. TREATMENT ELIGIBILITY POLICY. 10

TREATMENT PROCEDURE & CLIENT POLICY.. 11

1. INTRODUCTION.. 11

2. TREATMENT PROCEDURE. 11

2.1 Personal & Medical History. 11

2.2 Pre-Treatment Pack. 11

2.3 Delivery of Pre-Treatment Pack. 11

2.4 Client Responsibility. 11

2.5 Cooling-Off Period.. 11

2.6 Final Consent. 12

2.7 Treatment process. 12

2.8 Potential risks and side effects. 12

2.9 Client Commitment. 12

2.10 No Guarantee of Desired Results. 12

3. AFTERCARE INSTRUCTIONS. 12

4. CANCELLATION AND RESCHEDULING POLICY.. 13

4.1 Appointment Deposits. 13

4.2 Notice Period. 13

4.3 Late Cancellations or No-Shows. 13

4.4 Late Arrivals. 13

4.5 Emergency Situations. 13

4.6 How to Cancel or Reschedule. 13

4.7 Policy Acceptance. 13

5. REFUNDS AND COMPLAINTS POLICY.. 14

5.1 No refunds for change of mind.. 14

5.2 Treatment adjustments. 14

5.3 Complaints process. 14

5.4 Adverse Reactions. 14

6. DISPUTE RESOLUTION PROCESS. 14

6.1 Submission of Complaints. 14

6.2 Internal Review Process. 14

6.3 Administrative Fees for Dispute Resolution. 15

6.4 Mediation Requirement. 15

6.5 Limitation of Liability. 15

7. CLIENT’S RIGHTS & COMPLAINT INFORMATION – YOUR RIGHT TO SAFE CARE. 15

8. PRIVACY AND CONFIDENTIALITY. 16

8.1 Collection of Client Information.. 16

8.2 Use and disclosure of Client Information.. 16

8.3 Data security and retention.. 16

8.4 Client’s rights and consent. 16

8.5 Privacy & Data Collection. 17

9. FREQUENTLY ASKED QUESTIONS. 17

10. CONTACT INFORMATION.. 19

11. LEGAL DISCLAIMER & ACKNOWLEDGMENT.

GLOSSARY OF TERMS

1. INTRODUCTION

This Glossary of Terms is intended to ensure consistency and clarity across all documents used by CosLux Cosmetic Clinic. The following definitions shall apply to all documents, forms, policies, waivers and releases.

2. DEFINITIONS **Additional Treatment** refers to any Treatment which is external to the Recommended and/or Requested Treatment, charges for which will be dependent on the assessment by the Practitioner consulted.

Adverse Reaction refers to any unexpected or undesirable response to a Treatment, including but not limited to swelling, bruising, allergic reactions, infection, vascular occlusion, or other medical complications. A detailed list of potential adverse reactions is included in the relevant **Treatment Consent Form** for each Treatment.

AHPRA refers to The Australian Health Practitioner Regulation Agency responsible for regulating registered health practitioners in Australia.

Client ("Client", "you", "I") refers to any individual who seeks cosmetic Treatments at CosLux and is voluntarily engaging in Treatments after being informed of the associated risks and benefits.

Client Information refers to all personal, medical, and Treatment-related data collected from the Client by CosLux. Such information is managed in accordance with the Privacy Act and CosLux's Privacy Policy, and includes, but is not limited to:

- Contact details (e.g., name, address, phone number, email);
- Medical history and health conditions;
- Treatment preferences and past cosmetic procedures;
- Images (if consented by the Client); and
- Any correspondence or feedback related to Treatments.

Client Information Booklet refers to this document, which provides general information about CosLux's policies, procedures, compliance, and Client rights. This Booklet should be read alongside other documents forming the Client's Treatment record.

Client Suitability Checklist Form refers to the clinical assessment form completed by your Practitioner during consultation, covering your Treatment motivations, medical history, and psychological suitability to ensure your safety and appropriateness for Treatment, in accordance with AHPRA Guidelines.

Cooling-Off Period refers to the recommended 24-hour period before undergoing Treatment for the first time, which Clients may choose to waive by completing the **Waiver of Cooling-Off Period**.

CosLux Cosmetic Clinic ("CosLux", "Clinic", "we", "our") is a provider of cosmetic Treatments, including but not limited to anti-wrinkle injections, skin boosters, and dermal fillers, in accordance with Australian medical regulations.

Images refers to all forms of visual media collected during or related to the Client's Treatment at CosLux, including but not limited to photographs, videos, digital recordings, and other visual representations. Images may be used for internal training, educational purposes, promotional materials, marketing, and personal record-keeping, with the Client's consent.

Photo & Marketing Consent Form refers to the standalone document used to obtain Client consent for the collection, use, and disclosure of Images for training, education, or marketing purposes.

Practitioner refers to a qualified healthcare professional authorised to perform Treatments at CosLux. This includes, but is not limited to, doctors, nurses, or other licensed professionals trained and certified in cosmetic treatments.

Pre-Treatment Pack refers to the set of documents provided to the Client prior to their

scheduled Treatment. It includes all required clinical, legal, and consent-related materials necessary to support informed decision-making and compliance with CosLux's policies and relevant regulatory guidelines.

The Pre-Treatment Pack includes:

- This CosLux Client Information Booklet;
- The relevant Treatment Consent Form;
- Waiver of Cooling-Off Period;
- Treatment Against Medical Advice & Release; and
- Photo & Marketing Consent Form.

Clients are expected to receive, review, and sign the documents in the Pre-Treatment Pack at least 24 hours prior to their scheduled Treatment, unless the Waiver of Cooling-Off Period has been completed.

Privacy Act 1988 (Cth) ("Privacy Act") refers to the Australian legislation governing the handling of personal information, including the collection, use, storage, and disclosure of personal and medical data. CosLux is committed to ensuring all Client information is managed in accordance with the Privacy Act.

Recommended Treatment refers to the Treatment suggested by CosLux based on their professional assessment of the Client's aesthetic goals, safety, and expected outcomes.

Requested Treatment refers to the Treatment that the Client has chosen to proceed with despite it differing from the Recommended Treatment, either in method, product, or application, against the advice of CosLux.

Treatment refers to any cosmetic, aesthetic, or wellness procedure and/or treatment performed at CosLux, including but not limited to:

- Injectable procedures (e.g., anti-wrinkle injections, skin boosters, dermal fillers);
- Skin rejuvenation and regenerative treatments;
- Body contouring and non-surgical enhancement procedures;
- Laser and energy-based therapies; and
- Other aesthetic, cosmetic, and wellness treatments as introduced by CosLux.

Treatment Against Medical Advice & Release refers to the standalone document that must be signed by Clients who choose to proceed with a Treatment that differs from the Recommended Treatment, contrary to the Practitioner's advice.

Treatment Consent Form refers to the Treatment-specific document that outlines Treatment information, procedure, risks, and aftercare and must be completed by the Client before Treatment.

Waiver of Cooling-Off Period refers to the standalone document that may be completed by

a Client to waive the recommended Cooling-Off Period prior to undergoing Treatment.

PLEASE NOTE: *These definitions apply across all CosLux forms, waivers, policies, and Client materials. Each document should be read in conjunction with the others to ensure a complete understanding of your rights, obligations, and Treatment expectations.*

OUR SERVICES EXPLAINED

1. INTRODUCTION

At CosLux, we offer a curated selection of non-surgical cosmetic treatments designed to enhance natural beauty, restore youthful volume, and support healthy skin over time. Our Practitioners take a personalised approach to every Client, ensuring that all Treatments are safe, appropriate, and tailored to your needs. Below is a brief overview of the services available at CosLux. For more detailed information about risks, aftercare, and expected outcomes, please refer to the relevant Treatment Consent Form.

2. ANTI-WRINKLE INJECTIONS

A minimally invasive treatment that uses a prescription-only muscle relaxant to reduce the appearance of fine lines and dynamic wrinkles. Common areas treated include frown lines, crow's feet, and forehead lines. Results typically appear within a few days and last 3–4 months. **Purpose:** Smoothing lines caused by muscle movement **Ideal for:** Preventative ageing and facial softening

3. DERMAL FILLERS

Dermal fillers are used to restore volume, enhance facial features, and improve skin hydration. These gel-like substances are commonly injected in the cheeks, lips, jawline, and under-eyes to improve contour and symmetry. **Purpose:** Volume restoration, contouring, and structural support **Ideal for:** Clients seeking facial balance or rejuvenation

4. SKIN BOOSTERS

Skin boosters are injectable treatments designed to hydrate and improve overall skin texture and elasticity. They deliver hyaluronic acid or other bioactive compounds beneath the skin to stimulate collagen production. **Purpose:** Deep hydration, skin quality improvement **Ideal for:** Dull, tired, or textured skin **Includes treatments like:** Prohilo® and Rejuran®, depending on individual suitability (*Note: Product names will be disclosed to the Client during consultation, not in promotional materials*)

5. HYALURONIDASE (HYLASE®)

This enzyme-based treatment is used to dissolve hyaluronic acid fillers, either for corrective purposes or in the rare event of complications such as vascular occlusion. It is sometimes used electively to remove migrated filler or poor aesthetic outcomes. **Purpose:** Filler reversal, complication management **Ideal for:** Correcting filler placement or treating urgent medical complications

6. TOPICAL ANAESTHETIC APPLICATION

To enhance comfort during injectable Treatments, a topical numbing cream may be applied to the skin. This contains local anaesthetic agents and is used based on the procedure and client

preference. **Purpose:** Reduce discomfort during treatment.

Note: Clients must disclose any allergies to anaesthetic agents.

7. TREATMENT ELIGIBILITY POLICY

CosLux is committed to ethical and safe aesthetic care. We do not provide Treatments to Clients under the age of 18, or to those who are pregnant or breastfeeding. We also do not offer surgical procedures. Each Client's suitability is individually assessed by a Practitioner using the **Client Suitability Checklist Form**, which includes a review of medical history, treatment motivations, and psychological suitability in accordance with AHPRA guidelines.

TREATMENT PROCEDURE & CLIENT POLICY

1. INTRODUCTION

This outlines important information regarding the Treatment process, potential risks, and privacy rights for Clients undergoing Treatment at CosLux. By proceeding with Treatment, you acknowledge that you have had access to and understand the information outlined in this document.

2. TREATMENT PROCEDURE

2.1 Personal & Medical History The Client is required to complete their **Client Information** via CosLux's online platform before their appointment. This information is retained and referred to for all future treatments. It is the Client's responsibility to notify CosLux of any updates to your health or medications before any new Treatment session.

2.2 Pre-Treatment Pack Before undergoing any Treatment at CosLux, the Client will be required to complete a Pre-Treatment Pack. This ensures you are fully informed, that all legal and medical requirements are met, and that our Practitioners can provide safe, appropriate care.

2.3 Delivery of Pre-Treatment Pack The Pre-Treatment Pack will be sent to the Client via email or made available through the CosLux digital platform at least 24 hours prior to your scheduled Treatment. The Pack will include the relevant Treatment Consent Form(s), as well as any additional forms required based on your treatment type or circumstances (e.g. Cooling-Off Period Waiver, AMA Agreement, Photo Consent Form).

2.4 Client Responsibility The Client is responsible for reviewing each document carefully, completing any required declarations or acknowledgments, and submitting the signed documents prior to the Treatment. If you do not understand any part of the documentation, you are encouraged to contact the clinic or your Practitioner for clarification.

2.5 Cooling-Off Period CosLux recommends a Cooling-Off Period between the receipt of your Pre-Treatment Pack and the commencement of Treatment. If you wish to proceed with Treatment within 24 hours of receiving the documents, you must complete and sign a **Waiver of Cooling-Off Period**.

2.6 Final Consent By submitting the signed Pre-Treatment Pack, you confirm that you have read, understood, and agreed to the terms of Treatment as outlined. You will not be permitted to proceed with Treatment unless all required documents are completed and received in advance.

2.7 Treatment process The Practitioner reserves the right to adjust, delay, or decline the Treatment based on medical assessment, Client health status, or ethical considerations. If the Treatment is modified or deemed unsuitable, alternative recommendations will be provided.

The Treatment is performed by a Practitioner in accordance with Australian medical standards. Post-treatment care instructions are provided to ensure optimal results. **2.8 Potential risks and side effects** While Practitioners at CosLux Cosmetic Clinic adhere to the highest safety standards, all Treatments carry some risks. Clients acknowledge that they may experience **Adverse Reactions**, delayed complications, and unsatisfactory results. For more information, please refer to your **Treatment Consent Form**.

2.9 Client Commitment To help us provide the best possible care, we ask that you:

- Arrive on time for your Treatments
- Provide accurate and complete medical history
- Follow all Aftercare Instructions carefully
- Notify us promptly of any concerns or Adverse Reactions
- Treat our staff, Practitioners, and other Clients with courtesy and respect

2.10 No Guarantee of Desired Results Clients acknowledge and accept that results may vary between individuals and are not guaranteed. Additional Treatments or corrections may be required to achieve the desired result.

3. AFTERCARE INSTRUCTIONS

Aftercare is an essential part of your cosmetic journey and plays a critical role in achieving safe, effective, and lasting results. While this Booklet provides general information, your specific aftercare instructions are outlined in the relevant **Treatment Consent Form** corresponding to your Treatment. **REMEMBER:** You are responsible for following the aftercare instructions in your Treatment Consent Form. Failure to do so may increase the risk of complications or impact the results of your Treatment. If you have questions about aftercare, please speak with your Practitioner before leaving the clinic.

4. CANCELLATION AND RESCHEDULING POLICY

At CosLux, we value your time and are committed to providing exceptional service. To ensure optimal scheduling and availability for all clients, we have established the following cancellation and rescheduling guidelines:

4.1 Appointment Deposits All appointments require a **non-refundable** deposit to secure your booking. This deposit will be applied toward the total cost of your scheduled Treatment.

4.2 Notice Period We request a minimum of **48 hours' notice** for any appointment cancellations or rescheduling. This allows us to offer the appointment slot to other clients in need.

4.3 Late Cancellations or No-Shows Cancellations made with less than 48 hours' notice or failure to attend a scheduled appointment will result in the forfeiture of your deposit. For clients with pre-paid Treatment packages, a late cancellation or no-show may result in the deduction of one Treatment session from your package.

4.4 Late Arrivals If you arrive **more than 10 minutes** late for your appointment, we may need to reschedule your Treatment. In such cases, the deposit may be forfeited, and a new deposit will be required for future bookings.

4.5 Emergency Situations We understand that emergencies and unforeseen circumstances can occur. If you experience an emergency that prevents you from attending your appointment, please contact us as soon as possible to discuss your situation. Exceptions to the

cancellation policy may be made at the discretion of management.

4.6 How to Cancel or Reschedule To cancel or reschedule an appointment, please contact us directly at **0499 447 558** during business hours. If you need to cancel outside of business hours, please leave a voicemail or send an email to info@coslux.net.

4.7 Policy Acceptance By booking an appointment with CosLux, you acknowledge and agree to adhere to the terms outlined in this Cancellation and Rescheduling Policy.

5. REFUNDS AND COMPLAINTS POLICY

5.1 No refunds for change of mind CosLux does not offer refunds for Treatments once they have been administered. Clients acknowledge that Treatments are subjective, and individual results may vary. Dissatisfaction with the Treatment results does not constitute grounds for a refund. Clients who choose to proceed with the Requested Treatment or waive the Cooling-Off Period also acknowledge that they are not entitled to a refund, credit, or repeat treatment solely on the basis of dissatisfaction with the outcome.

5.2 Treatment adjustments If a Client is dissatisfied with their results, they may contact the clinic within fourteen (14) days of their Treatment for a review appointment. Any adjustments will be at the sole discretion of the Practitioner and may incur additional costs.

5.3 Complaints process Clients who wish to file a complaint regarding their Treatment must: Submit their concerns in writing to the clinic via email at info@coslux.net or in person. Provide details of their Treatment date, the concerns, and any supporting evidence.

- The Client allows CosLux a reasonable timeframe to investigate and respond to the complaint.
- Complaints will be handled professionally and in accordance with Australian Consumer Law and medical industry standards.

5.4 Adverse Reactions In the case of an Adverse Reaction, Clients should seek **immediate medical attention** and notify the clinic as soon as possible. CosLux is not responsible for costs associated with medical care outside of the clinic.

6. DISPUTE RESOLUTION PROCESS

To ensure fair and efficient handling of disputes, CosLux implements the following **Dispute Resolution Process**:

6.1 Submission of Complaints All complaints or concerns related to Treatment must be submitted to CosLux in writing within fourteen (14) days of the Treatment. Complaints must include the Client's name, date of treatment, nature of the concern, and any supporting evidence.

6.2 Internal Review Process Upon receipt of a written complaint, CosLux will review the matter and may, at its sole discretion:

- Offer a follow-up consultation to assess the issue.
- Propose corrective measures where appropriate.
- Reject the complaint if it deems it without merit or not reasonably supported by evidence.

6.3 Administrative Fees for Dispute Resolution Where concerns lead to additional consultations, reviews, or corrective measures beyond standard follow-up, CosLux reserves the right to charge an administrative fee which will be disclosed upon request. Any corrective

measures offered are provided as a goodwill gesture and do not constitute an admission of liability or wrongdoing.

6.4 Mediation Requirement If a dispute is not resolved through the internal review process, the Client agrees to participate in mediation before pursuing any legal action. Mediation shall be conducted by a qualified mediator mutually agreed upon by the parties. The Client acknowledges that pursuing legal action without first attempting mediation may result in the Client being liable for the Clinic's legal costs.

6.5 Limitation of Liability To the fullest extent permitted by law, CosLux disclaims liability for unsatisfactory outcomes, complications, or Adverse Reactions resulting from the Treatment. Nothing in this Dispute Resolution Process limits any rights the Client may have under the Australian Consumer Law or applicable health legislation.

7. CLIENT'S RIGHTS & COMPLAINT INFORMATION – YOUR RIGHT TO SAFE CARE

We are committed to providing safe, ethical, and respectful care that meets the standards set by Australian law and the AHPRA.

As a patient, you have the right to:

- Be treated with respect and dignity;
- Receive honest, clear information about your treatment options, risks, and costs;
- Ask questions and take the time you need to make informed decisions;
- Refuse or withdraw consent at any time before treatment;
- Request access to your medical records;
- Provide feedback or make a complaint without fear of discrimination or unfair treatment.

If you have any concerns about your care or the conduct of a practitioner, you are encouraged to speak with us first so we can try to resolve the issue quickly and fairly. If your concern is not resolved or you prefer to raise it externally, you can contact the relevant authority:

AHPRA (Australian Health Practitioner Regulation Agency)



Phone: 1300 419 495



Website: www.ahpra.gov.au



Address: GPO Box 9958, Brisbane QLD 4001

For concerns about privacy or access to your information, you may also contact the Office of the Australian Information Commissioner (OAIC):

www.oaic.gov.au

We encourage open communication and take all feedback seriously as part of our commitment to safe and ethical care.

8. PRIVACY AND CONFIDENTIALITY

8.1 Collection of Client Information CosLux collects and stores Client Information for the

purpose of Treatment planning, medical safety, and compliance with Australian privacy laws.

8.2 Use and disclosure of Client Information CosLux may use Client Information:

- To provide safe and effective Treatments;
- For internal clinic records and legal compliance;
- To contact Clients regarding appointments and follow-ups; and
- With Client consent, for educational or marketing purposes.

Client Information is never shared with third parties without explicit consent unless required by law.

8.3 Data security and retention CosLux secures all Client records in compliance with the Privacy Act. Treatment records are retained for a minimum of seven (7) years, in line with Australian medical regulations. Clients may request access to their records by submitting a written request to the clinic.

8.4 Client's rights and consent Clients have the right to:

- Request access to their medical records;
- Withdraw consent for photography or marketing use at any time;
- Request correction of any incorrect personal information; and
- Lodge a complaint if they believe their privacy has been breached.

Consent to Treatment also includes consent to information collection, unless otherwise stated by the Client.

8.5 Privacy & Data Collection CosLux collects, stores, and manages personal and medical information in compliance with the Privacy Act. Such information includes, but is not limited to, Client Information, consultation details, treatment records, and consents.

The collection and use of your personal information are strictly for the purposes of assessing treatment suitability, administering Treatments, maintaining accurate treatment records, fulfilling legal and regulatory requirements, and improving CosLux's services.

Your information will not be disclosed to third parties without your explicit consent, except where required by law.

Additional consent is required for the collection, storage, and use of Images taken during your Treatment, as outlined in the **Photo & Marketing Consent Form**.

9. FREQUENTLY ASKED QUESTIONS

What should I expect during my first visit?

- During your first visit to CosLux, you'll meet with a qualified Practitioner for a personalised consultation. We will assess your individual concerns, medical history, and aesthetic goals to determine the most appropriate Treatment for you.
- You will not be required to complete any paperwork during your visit, as all Client Information, Treatment Consent Form(s) and all relevant declarations and waivers must be completed online in advance.
- Where appropriate, your Practitioner may clarify aspects of your Treatment plan or aftercare.

How should I prepare for my Treatment? To ensure the best possible results and minimise risks:

- Arrive with clean skin — avoid makeup, creams, or skincare products on the treatment area. Avoid alcohol, blood-thinning medications (unless prescribed), and herbal supplements like fish oil, Vitamin E, or St. John's Wort for at least 24 hours prior, as these may increase bruising.
- Stay hydrated and well-rested.
- If you have a history of cold sores, please inform your Practitioner beforehand — preventative treatment may be recommended for treatments around the lips.

How long do Treatments take?

- Treatment times vary depending on the procedure, but most appointments last between **20 to 45 minutes**, with your initial consultation possibly taking a little longer. Your Practitioner will guide you based on your treatment plan.

When will I see results? Results can vary depending on the Treatment.

- **Anti-wrinkle injections:** 3–5 days to take effect, with peak results at 2 weeks.
- **Dermal fillers:** Immediate improvement with optimal results after swelling subsides (2–4 weeks)
- **Skin boosters:** Results develop over 2–4 weeks after a course of treatments. Your Practitioner will discuss expected timelines with you in detail.

How long do results last?

- **Anti-wrinkle treatments:** Typically last 3–4 months
- **Dermal fillers:** 6–12 months depending on product and metabolism
- **Skin boosters:** Varies, often requires a series for best results. Maintenance treatments are recommended for ongoing results.

Can I return to work or normal activities after treatment?

Most clients return to work and daily life immediately. However, you may experience redness, swelling, or mild bruising. You'll receive specific aftercare instructions in your Treatment Consent Form and can ask your Practitioner about any downtime.

What happens if I have a reaction or concern after my treatment?

We provide a direct emergency contact number for your Practitioner in case of urgent medical concerns. If you notice anything unusual or are unsure, please contact us as soon as possible. Early communication helps us support you quickly and effectively.

What if I change my mind after booking?

We understand that circumstances can change. Please refer to our Refund & Cancellation Policy for details. If you have signed a Waiver of Cooling-Off Period, this may affect your eligibility for certain cancellations or refunds.

What are the accepted payment methods? Cash, credit and debit cards

Is there parking available at the Clinic? Street parking on Commercial Rd.

What are the Clinic hours?

- Mon, Tue, Wed & Fri: 9am-5pm.
- Thu: 9am-9pm.
- Sat, Sun: By appointment only.

10. CONTACT INFORMATION

Clinic Address: Suite 2, 130 Commercial Road, Teneriffe QLD 4005

Clinic Phone: 0499 447 558

Email: info@coslux.net

Emergency Contact: Courtney Lam (Practitioner) – 0479 086 654

For all other matters, please contact the main clinic number.

11. LEGAL DISCLAIMER & ACKNOWLEDGMENT This Booklet is provided for informational purposes only and does not constitute medical advice. It is designed to support informed decision-making and to explain CosLux's policies and procedures. This Booklet is provided for informational purposes. The Client's formal acknowledgment and consent are documented via the Treatment Consent Form. Please refer to your relevant Treatment Consent Form(s) for additional clinical information and obligations.