Patient Terms and Conditions

Last updated: 05 October 2026

Please read these Terms carefully before you pay your Booking Deposit. They explain what Resolute Hair does and does not do, and that we do not give medical advice, and that your contract for treatment is with the Clinic.

1. Parties, scope and definitions

1.1 These terms and conditions (the "Terms") are made between Resolute Hair UG (haftungsbeschränkt), a company registered in Germany with the commercial register of the Amtsgericht Charlottenburg under number HRB 291799 B, whose registered office is in Berlin, Germany ("Resolute Hair", "we", "us" or "our"), and the person who accepts them ("you" or "your").

1.2 These Terms govern the advisory and coordination services we provide to you (the "Services").

1.3 A contract between you and us is formed when you accept these Terms and pay the Booking Deposit. We confirm your booking in writing once we have received the Booking Deposit and your flight details.

1.4 In these Terms:

- "Booking Deposit" means the sum of EUR 250 payable to us under clause 5.2;
- "Clinic" means the partner clinic to which you are referred and which provides your Treatment;
- "Clinic Terms" means the Clinic's own terms and conditions, as provided to you in writing;
- "Quote" means the written quotation issued by the Clinic for your Treatment;
- "Travel Date" means your agreed date of departure to the Clinic;
- "Treatment" means the hair restoration treatment provided by the Clinic, including consultation, procedure and aftercare; and
- "Treatment Price" means the total price for the Treatment stated in the Quote.

1.5 Headings are for convenience only. The word "including" does not limit the words that precede it.

2. Nature of the Services

2.1 We provide an advisory and referral service. We do not provide medical treatment.

2.2 The Services comprise:

- an initial consultation call, free of charge, concerning your hair loss and treatment options;
- the recommendation of a Clinic, with our reasons for that recommendation;
- the transfer of your information to the Clinic, with your consent, so that the Clinic may assess you and issue a Quote;
- a review of the Quote with you;

- coordinating your Travel Date with the Clinic; and
- reasonable ongoing contact before and during your Treatment, and for up to 12 months after it.

2.3 We are not a clinic or healthcare provider. We do not diagnose, prescribe, perform procedures or give medical advice.

2.4 We assess each Clinic against our vetting standard before referring patients to it, and we monitor each Clinic on an ongoing basis. This is not a guarantee of the quality, safety or outcome of any Treatment.

2.5 Our information is not medical advice. We may provide our own guides and information, for example on treatment techniques, travel and recovery. All information we provide, in any form, is general information only. It is not medical advice and must not be relied on as medical advice. The Clinic's guides, aftercare plan and instructions always take precedence over any guides or information from us. If anything we provide differs from the Clinic's guides or instructions, follow the Clinic and contact the Clinic. For any question about your health or treatment, ask the Clinic or your doctor.

3. The treatment contract

3.1 Any contract for Treatment is concluded directly between you and the Clinic. We are not a party to that contract.

3.2 The Clinic is solely responsible for:

- assessing your medical suitability for Treatment;
- your treatment plan, including the number of grafts and the technique used;
- performing the Treatment, and the acts and omissions of all persons involved in it;
- medical aftercare and the management of any complications; and
- its prices, payment terms, guarantees and refund policy.

3.3 The Clinic may decline or postpone Treatment at any time on clinical grounds. Any such decision is a decision for the Clinic alone.

3.4 The Clinic Terms govern your Treatment. The Clinic is responsible for providing them to you. We may present the Quote and other information from the Clinic in Resolute Hair documents. We do not change the treatment plan, price, conditions or clinical instructions set by the Clinic. On request, we will send you the Clinic's original documents.

4. Booking process

4.1 The booking process ordinarily proceeds as follows:

- 1. You submit an enquiry, and we contact you as soon as possible.
- 2. We hold an initial consultation call with you. Where we consider that you should delay treatment, or that you are not a suitable candidate, we will tell you.
- 3. We recommend a Clinic and give our reasons. You may request a different Clinic from our network.
- 4. The Clinic assesses your case and issues a Quote.
- 5. We review the Quote with you, and you decide whether to proceed.
- 6. If you wish to proceed, you pay the Booking Deposit, book your flights and send us your flight details. We then confirm your booking.

- 7. You travel, receive your Treatment and pay the balance of the Treatment Price directly to the Clinic.

4.2 Until you pay the Booking Deposit, nothing is booked and you owe us nothing. You can stop at any point before then, and you do not need to give a reason.

4.3 The Clinic decides your treatment plan, including the number of grafts, and sets out the price in its Quote. Graft numbers and prices shown on our website are examples only. They are not a quote, and they are not a promise of what the Clinic will offer you.

5. Fees and payment

5.1 The only amount you pay us is the Booking Deposit. We also receive a commission from the Clinic after your Treatment. You do not pay this.

5.2 To confirm your booking, you pay the Booking Deposit of EUR 250 to us. The Booking Deposit is our fee for the Services and includes VAT where applicable. The Clinic deducts it from the balance you pay.

5.3 You must pay the balance of the Treatment Price directly to the Clinic, in accordance with the Clinic Terms and no later than the date of your Treatment.

5.4 Flights are not included. You book and pay for them. The Quote states what is included, such as accommodation and transfers.

6. Cancellation and refunds

6.1 Cancellation by you 14 days or more before the Travel Date. If you cancel your booking 14 days or more before your Travel Date, we shall refund the Booking Deposit in full.

6.2 Cancellation by you less than 14 days before the Travel Date. If you cancel your booking less than 14 days before your Travel Date, the Booking Deposit is non-refundable. This does not apply during the Cooling-off Period (clause 6.6).

6.3 If the Clinic cancels or cannot treat you for reasons attributable to the Clinic, including where the Clinic decides on assessment that the Treatment is not suitable for you, we shall refund the Booking Deposit in full.

6.4 Change of Travel Date. If you wish to change your Travel Date, you must notify us as soon as possible. We shall use reasonable efforts to rearrange your booking and to apply the Booking Deposit to the new date, subject to the Clinic's availability. If the Clinic cannot offer you a suitable new date, we shall refund the Booking Deposit in full.

6.5 Refunds by the Clinic. Refunds of any part of the Treatment Price, and any guarantee or corrective treatment, are governed by the Clinic Terms and are the responsibility of the Clinic. We shall provide reasonable assistance in raising any such matter with the Clinic.

6.6 Cooling-off Period. As a consumer, you have the right to cancel this contract within 14 days of the day on which it is concluded (the "Cooling-off Period"), without giving any reason. This right applies even where your Travel Date falls within the Cooling-off Period. If you cancel within the Cooling-off Period, we shall refund the Booking Deposit in full. You may cancel by email or by using the model cancellation form provided with your booking confirmation.

6.7 Notice of cancellation must be given in writing to jon@resolutehair.com.

6.8 Cancellation by us. If we cancel your booking, or are unable to provide the Services, for any reason other than your breach of these Terms, we shall refund the Booking Deposit in full.

7. Your obligations

7.1 You must provide us and the Clinic with complete and accurate information about your health, medical history, medication and allergies. The Clinic relies on this information to assess whether treatment is safe for you.

7.2 You are responsible for:

- ensuring that your passport is valid for travel to Turkey and that you meet all entry requirements;
- booking and paying for your flights;
- obtaining suitable travel insurance in accordance with clause 8.4;
- complying with the Clinic's instructions before and after Treatment; and
- arranging such time away from work as your recovery requires.

7.3 If you have any medical condition, you should consult your general practitioner before deciding to undergo treatment abroad.

8. Risks, results and insurance

8.1 Hair transplantation is a surgical procedure and carries risks, including infection, scarring, poor graft survival, an unnatural appearance and complications requiring further treatment. The Clinic will explain the risks relevant to your case.

8.2 Results vary between individuals. Neither we nor the Clinic can guarantee any particular result, density or appearance. Results can generally be assessed after approximately 12 months, and later in respect of the crown.

8.3 Treatment abroad carries additional risks. Aftercare is provided at a distance, and follow-up care or complications may need to be managed after you return to your home country. Your national health service (for example, the NHS in the United Kingdom) or other healthcare providers may not provide corrective treatment after cosmetic surgery performed abroad.

8.4 Standard travel insurance frequently excludes cosmetic surgery abroad and its complications. We strongly recommend that you obtain specialist medical travel insurance covering complications. If you choose not to do so, you accept the associated risk.

8.5 By proceeding with Treatment, you confirm that you understand these risks and that the decision to undergo Treatment is yours, taken in consultation with the Clinic.

9. Liability

9.1 We shall provide the Services with reasonable care and skill.

9.2 As we do not provide Treatment, we are not liable for:

- the Treatment, its outcome, or any clinical decision of the Clinic or its staff;
- any complication, injury, loss or damage caused by the Clinic, its staff or any person engaged by the Clinic;
- the Clinic's prices, guarantees, refunds or aftercare;
- flights, accommodation, transfers or other services provided by third parties, save where arranged by us directly; or
- any delay or failure caused by events beyond our reasonable control, including travel disruption, industrial action, illness and natural events.

9.3 Subject to clause 9.4, our total liability to you arising from the Services is limited to the Booking Deposit.

9.4 Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for intent or gross negligence, for fraud, or for any other liability which cannot be limited or excluded by law. Nothing in these Terms affects your statutory rights as a consumer.

9.5 Any claim relating to your Treatment should be made against the Clinic. On request, we shall provide you with the Clinic's details and reasonable assistance in contacting it.

10. Complaints

10.1 Complaints about the Services should be sent to jon@resolutehair.com. We shall acknowledge your complaint within 5 working days.

11. Data protection

11.1 We process your personal data, including information about your hair loss, your health and any photographs you provide, as described in our privacy notice, available at https://resolutehair.com/privacy-policy. The privacy notice is provided for your information and does not form part of these Terms.

11.2 We process information about your health, and share it with the Clinic, only on the basis of your explicit consent, which we ask you to give separately. You may withdraw your consent at any time with effect for the future. If you do so, we may be unable to continue providing the Services.

11.3 We share your personal data with the Clinic so that it can assess you, provide your treatment and aftercare, and handle any complication or complaint. The Clinic shares information about your Treatment with us for the same purposes and so that our fees can be calculated.

11.4 The Clinic is located in Turkey, for which no adequacy decision exists. The transfer of your data is protected by Standard Contractual Clauses under Article 46 GDPR.

12. Governing law and jurisdiction

12.1 These Terms are governed by the laws of the Federal Republic of Germany.

12.2 If you are resident in the United Kingdom, this choice of law does not deprive you of the protection of the mandatory consumer laws of the part of the United Kingdom in which you reside, and you may bring proceedings in the courts of that part of the United Kingdom.

13. General

13.1 We may amend these Terms from time to time. The version that applies to your booking is the one in force at the date and time your Booking Deposit payment is received, as recorded on your payment confirmation.

13.2 If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

13.3 Notices to us shall be sent to: Resolute Hair UG (haftungsbeschränkt), Berlin, Germany. Email: jon@resolutehair.com. WhatsApp: +49 155 104 16959.