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AESTHETICS

# Hair Restoration Complete Programme – Terms & Conditions

Welcome to the Hair Restoration Complete Programme (“the Programme”) by Amanda Azzopardi Aesthetics (“the Clinic”). This is a premium, results-led subscription combining advanced hair restoration treatments and clinical scalp therapies to support hair growth, improve density, and maintain long-term scalp health.

All treatments are delivered under clinical supervision and are tailored to individual presentation, scalp condition, suitability, and treatment goals.

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## 1. Programme Overview

The Programme is a 12-month subscription providing clients with a structured treatment plan, including:

**Injectable / Advanced Hair Treatments (up to 6 over 12 months):**

Including, but not limited to, polynucleotides, PRP, or other clinically indicated injectable treatments, subject to consultation and suitability.

**Monthly Scalp & Hair Treatments (12 total):**

One clinical scalp treatment per month, selected from an approved menu which may include:

- LED light therapy
- LaseMD Ultra
- Microneedling for the scalp
- Hydration and stimulation treatments
- Home care scalp support (NU-CIL)

Treatment selection may be adjusted in line with clinical best practice and individual response.

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## 2. Payment Terms

The total Programme cost is £3,887, structured as follows:

- £299 upfront payment on enrolment
- 12 x monthly payments of £299 collected via a third-party provider (e.g. GoCardless)

Monthly payments are taken on or around the 1st of each calendar month.

### **Direct Debit Setup**

If you enrol within 7 days of a new month, both the upfront payment (collected in clinic) and the first monthly instalment may be collected within the first week (collected by direct debit).

### **Payment Responsibility**

- Clients are responsible for ensuring sufficient funds are available for all scheduled payments
  - Failed payments must be settled manually prior to treatment access being resumed
  - The Clinic is not responsible for delays or errors caused by third-party payment providers
  - This Programme does not constitute a credit agreement and is not regulated under consumer credit legislation
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## **3. Treatment Access & Clinical Governance**

All treatments are subject to consultation, clinical assessment, and suitability.

- Injectable hair restoration treatments: up to 6 over 12 months
- Treatment type and intervals will be determined by the practitioner based on clinical assessment
- Treatment intervals are typically 4–8 weeks to achieve optimal outcomes
- Monthly scalp treatments are provided once per month from an approved menu
- Treatment menus may be updated in line with clinical advancements

### **Homecare Support**

Your Programme includes four bottles of NU-CIL, to be used once daily in the evening. Additional bottles may be purchased at £135 per bottle.

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## **4. Rollover Policy**

Monthly scalp treatments may be rolled over for up to two (2) consecutive months if missed; however, for optimal results, treatments are recommended every 4 weeks.

After this period, unused treatments will expire and are non-refundable.

All advanced hair treatments must be used within the 12-month subscription period to ensure clinical alignment with the anagen, catagen, and telogen phases of the hair growth cycle.

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## 5. Cancellations, Termination & Missed Payments

The Programme is a 12-month commitment.

### Early Termination

If you cancel before completing the 12-month term:

- You will be charged the full standard value of all treatments received
- Any outstanding balance must be settled in full prior to cancellation
- A £250 cancellation fee will apply after the 14-day cooling-off period

### Example:

If the value of treatments exceeds payments made, the difference will be calculated based on standard treatment pricing and will remain payable.

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### Missed Payments

- If a payment is missed, GoCardless will automatically retry within 2 weeks
  - Treatment access will be paused until outstanding balances are cleared
  - Repeated missed payments may result in termination of the Programme
  - Any administrative or recovery costs will be the responsibility of the client
  - If two consecutive payments are missed, a £25 administrative charge will apply
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## 6. Cooling-Off Period

You may cancel within 14 days of enrolment and receive a refund of the £299 upfront payment, provided no treatments have been undertaken.

Cancellation must be submitted in writing and your direct debit must also be cancelled with your bank (client responsibility).

After the 14-day cooling-off period:

- No refunds will be issued
  - Any unused treatment entitlement must be used within 30 days of the last payment date
  - Unused treatments will not be refunded or transferred
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## 7. Client Consent & Agreement

By enrolling in the Programme, you confirm that you:

- Understand and accept the payment structure and treatment schedule
  - Agree to clinical consultation, consent, and aftercare requirements
  - Acknowledge that results vary between individuals
  - Accept responsibility for completing the full 12-month term or settling any outstanding balance upon early termination
  - Agree to use NU-CIL as directed or settle any remaining balance if cancelling early
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## 8. General Terms

- All treatments are subject to clinical suitability and practitioner approval
  - The Programme is non-refundable and non-transferable and cannot be shared between clients
  - Treatment consistency is essential for optimal outcomes
  - If you switch plans, a new 12-month term will commence from the date of change
  - The Clinic reserves the right to amend treatment protocols, services, scheduling, or availability with reasonable notice
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## 9. End of Programme Review

Upon completion of the 12-month Programme, clients will be invited to a complimentary clinical review, including:

- Hair and scalp assessment
- Progress evaluation against initial goals
- A personalised maintenance plan to support long-term results