



# AMANDA AZZOPARDI

A E S T H E T I C S

## Pro-Ageing Complete – Terms & Conditions

Welcome to **Pro-Ageing Complete** – a premium subscription by Amanda Azzopardi Aesthetics. This exclusive programme combines advanced facial injectables with clinical skin treatments to support you in ageing well, confidently, and naturally. Your journey will be led by medical professionals and tailored to your unique skin and aesthetic needs.

The **Pro-Ageing Complete Subscription** is a 12-month pre-paid programme, providing clients with:

- **5 injectable treatments** over 12 months:
  - 3 anti-wrinkle treatments
  - 2 skin boosters or 2 polynucleotide treatments (based on clinical suitability and treatment goals)
- **12 advanced skin treatments** (one per month), selected from our approved list, which may evolve over time in line with best clinical practices.

### 1. Payment Terms

- The subscription includes:
  - An **upfront payment of £259** at the time of enrolment
  - Followed by **12 monthly payments of £259**, collected via a third-party provider (e.g. GoCardless)
- Monthly payments are processed on or around the **1st of each calendar month**
- **Total subscription cost: £3,367**

### Direct Debit Setup & Initial Payment

- If you sign up within 7 calendar days of a new month, Amanda Azzopardi Aesthetics may collect your first monthly instalment at sign-up to prevent delay in treatment access.

### Payment Responsibility

- If a payment fails, it must be made manually before treatment access resumes
- Amanda Azzopardi Aesthetics is not responsible for third-party banking delays or issues
- Clients are responsible for ensuring timely payments are made

*Note: This subscription is not a credit agreement and is not regulated under consumer credit legislation.*

### 2. Treatment Access

#### Injectables:

- 3 anti-wrinkle treatments during the 12-month term – *All anti-wrinkle treatments may be exchanged for skin boosters if deemed not suitable.*
- 2 skin booster or polynucleotide treatments (dependent on clinical suitability and patient goals)

#### Skin Treatments:

- One facial treatment per month from an approved treatment menu
- Menu subject to periodic updates

### Rollover Policy

- Skin treatments can be carried over for up to **two (2) consecutive months** if appointments are missed
- After this period, unused treatments **will expire without refund**
- Injectable treatments must be taken within the 12-month period at intervals agreed with your practitioner

T: 0151 558 0742 M: 07444 938248

E: [amanda@amandazzopardi.co.uk](mailto:amanda@amandazzopardi.co.uk)

A: 23 Lanfranc Way, Liverpool, L16 1JU



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AESTHETICS

### 3. Cancellations & Missed Payments

The Pro-Ageing Complete Subscription is structured as a **12-month commitment**. Early cancellation will result in treatment cost adjustments.

#### Cancellation Terms

- If you cancel before the 12-month term ends, you will be liable for the **full standard cost** of any treatments already received
- If the value of treatments received exceeds your total payments to date, you must pay the **balance in full upon cancellation**
- A cancellation fee of £250 will apply if cancelled before the 12 month subscription ends.

#### Example:

If you've had 2 anti-wrinkle treatments, 1 polynucleotide treatment, and 4 skin treatments, but only paid for 5 months, you'll need to pay the difference between what you've received and what you've paid. The standard list price of £350 per treatment will be applied and any difference due for payment.

#### Missed Payments

- Treatment access is paused until outstanding payments are made
- Repeated failed payments may result in **termination** of the subscription
- Any administrative costs relating to failed payments will be the responsibility of the client

### 4. Cooling-Off Period

- You may cancel within **14 days of enrolment** and receive a refund of the £259 upfront fee **if no treatment has been taken**
- To cancel, clients must **notify the clinic in writing** and cancel their direct debit mandate with their bank
- After the 14-day cooling-off period:
  - No refund will be given
  - However, if a monthly payment is collected just after the cooling-off period and no treatment is redeemed, you will have **30 days to use that treatment**
  - **A cash/card refund will not be provided**

### 5. Client Agreement & Consent

By subscribing, you confirm that you:

- Understand and accept the payment structure and treatment schedule
- Agree to clinic protocols on consultation, consent, and post-care
- Accept that this is not a credit agreement, but a good-faith arrangement
- Are responsible for completing the full 12-month term or settling outstanding treatment costs if cancelling early

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## 6. General Terms

- All treatments are subject to **clinical consultation and suitability**
- The subscription is **non-transferable** and may not be shared or gifted
- If you switch your subscription plan, the subscription term will reset, and a new 12-month period will begin from the date of the change.
- Amanda Azzopardi Aesthetics reserves the right to make reasonable changes to:
  - Treatment menu
  - Appointment availability
  - Subscription terms (with prior notice)

## Questions or Support

If you have any questions about your subscription, payment, or treatment plan, please contact the clinic directly.

## End of Subscription – What Happens Next?

We hope you'll continue your skin journey with us! At the end of your 12-month subscription:

- Book a **complimentary review and skin scan analysis**
- Review your progress, celebrate your results, and discuss the **next steps**
- We will help you build a **personalised maintenance plan** to sustain and protect your long-term skin goals

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