

Confidence Essentials Programme

Terms & Conditions

Welcome to the **Confidence Essentials Programme** (“the Programme”) by Amanda Azzopardi Aesthetics (“the Clinic”).

This is a results-driven, medically led skin subscription designed to treat a wide range of skin concerns through consistent, tailored monthly treatments using an **Obagi 360 approach**. All treatments are delivered under clinical supervision and are tailored to individual skin type, condition and treatment goals.

1. Programme Overview

The Programme is a **12-month subscription** providing a structured skin treatment plan, including **12 monthly skin treatments** — one clinical facial treatment per month, tailored to your skin needs.

Treatments may include:

- **Obagi Blue Radiance Peel**
- **Microneedling** with Pen + Serum
- **PRX-T33 Resurfacing Peel**

Treatment selection will be adjusted in line with clinical best practice and your skin's response.

The Programme is suitable for a range of concerns, including (but not limited to) fine lines, acne, pigmentation, redness, scarring, enlarged pores, uneven texture and sun damage.

2. Payment Terms

The Programme is paid through **13 payments of £129 in total**:

- **One upfront payment of £129**, taken in clinic on enrolment
- **Followed by 12 monthly payments of £129**, collected via a third-party provider (e.g. GoCardless)
- Monthly payments are taken on or around the **1st of each calendar month**

Total Programme cost: £1,677 (13 × £129)

Payment	Amount	When
Upfront payment at enrolment	£129	At sign-up
12 monthly payments	£129 each	Monthly
Total — 13 payments	£1,677	
Or paid in full upfront (5% discount)	£1,593.15	At sign-up

Paying in Full — 5% Discount

- Clients may choose to pay the full Programme upfront and receive a **5% discount**
 - **Discounted total: £1,593.15** (a saving of £83.85)

- Where the Programme is paid in full at enrolment, no further monthly payments are collected
- Payment in full is **strictly non-refundable** after the 14-day cooling-off period described in Section 6

Direct Debit Setup

- Your Direct Debit instruction is set up at enrolment, at the same time as your upfront payment
- Your **first monthly instalment** is collected on or around the 1st of the month following enrolment, and monthly thereafter
- If you enrol within 7 days of the start of a new month, both the upfront payment (in clinic) and the first monthly instalment (by Direct Debit) may be collected within that first week, to prevent delays in treatment access

Payment Responsibility

- Clients must ensure sufficient funds are available for all scheduled payments
- A **£15 missed payment fee** will be applied to any payment that is not successfully collected
- Failed payments, including the £15 fee, must be settled before further treatments are carried out
- The Clinic is not responsible for third-party payment delays or errors

Please note: This Programme is not a credit agreement and is not regulated under consumer credit legislation.

3. Treatment Access & Clinical Governance

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

- **One treatment is provided per month**
- Treatments are tailored at each visit based on skin condition and progress
- Treatment protocols may evolve in line with clinical advancements

Important: Consistency is essential to achieve optimal results.

4. Rollover Policy

- Monthly treatments may be rolled over for up to **two (2) consecutive months** if missed
- After this period, unused treatments will **expire and are non-refundable**
- For best results, treatments are recommended **every 4 weeks**

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 clinic value** of all treatments received
- Any **outstanding balance must be paid in full** prior to cancellation
- A **£250 cancellation fee** will apply after the 14-day cooling-off period
- Where the Programme was **paid in full upfront**, the 5% discount is forfeited and treatments received are recalculated at standard clinic prices

Example

If you have received 5 monthly skin treatments but have made only 4 payments (£516 including your upfront payment), the full standard clinic prices for those 5 treatments will be totalled. Any amount above the £516 already paid becomes payable immediately, **together with the £250 cancellation fee**.

Missed Payments

- Payments will be **automatically retried within 2 weeks**
- A **£15 missed payment fee** will be applied to any payment that is not successfully collected
- After **two consecutive failed payments**, a further **£25 admin fee** will apply, in addition to the £15 fees already incurred
- Treatment access will be **paused** until balances, including any fees, are cleared
- Repeated missed payments may result in **Programme termination**
- Any further recovery or administrative costs are the client's responsibility

6. Cooling-Off Period

Within 14 days of enrolment:

- You may cancel within **14 days** of enrolment and receive a **full refund of the amount you have paid**, provided **no treatments have been carried out**
- If any treatment has been carried out, the **standard clinic price** of that treatment becomes payable, and will be deducted from any refund due before your Programme is cancelled
- Cancellation must be submitted **in writing**, and the Direct Debit must be cancelled by the client with their bank

After the 14-day cooling-off period:

- **No refunds will be issued**, and unused treatments will not be refunded or transferred
- Cancelling after this point is subject to the early termination terms in Section 5, including the £250 cancellation fee
- If payments have been collected but your treatments have not yet been taken, that entitlement remains available to you under the rollover policy set out in Section 4

7. Client Consent & Agreement

By enrolling, you confirm that you:

- Understand and accept the payment structure, including the **13 payments of £129** (total £1,677)
- Agree to clinical consultation and aftercare requirements
- Acknowledge that **results vary between individuals**
- Accept responsibility for completing the full 12-month term, or settling any outstanding balance and the **£250 cancellation fee** upon early termination
- Understand that a **£15 fee** applies to any payment that is not successfully collected, and a further **£25 fee** after two consecutive failed payments
- Commit to following professional skincare advice for optimal outcomes

8. General Terms

- All treatments are subject to clinical suitability
- Subject to the cooling-off period in Section 6, the Programme is **non-refundable and non-transferable**

- Treatments **cannot be shared** between clients
- **Consistency is required** for best results
- If you switch to another subscription, a new 12-month term will begin from the date of change
- The Clinic reserves the right to amend treatment protocols, availability or scheduling with reasonable notice

9. End of Programme Review

At the end of the 12-month Programme, you will be invited for a **complimentary clinical review**, including:

- Skin assessment
- Progress evaluation
- A **personalised maintenance plan**

Questions or Support

If you have any questions regarding your Programme, treatments or payments, please contact the clinic directly.

- **T:** 0151 558 0742
- **M:** 07444 938248
- **E:** contact@amandaazzopardi.co.uk