AMANDA AZZOPARDI
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.

1. Programme Overview

The Programme is a **12-month subscription** providing 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 in 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.

2. Payment Terms

The Programme is paid through **13 payments of £299 in total**:

- **One upfront payment of £299**, taken in clinic on enrolment
- **Followed by 12 monthly payments of £299**. Monthly payments will be processed through Zenoti Payments. To facilitate these payments, we require a valid credit or debit card to be securely stored on file. It is the client's responsibility to inform the clinic if their card expires, is replaced, or their card details change. Clients must provide updated card details promptly to ensure that monthly payments can be processed without interruption.
- Monthly payments are taken on or around the **1st of each calendar month Total Programme cost: £3,887** (13 × £299)

Payment	Amount	When
Upfront payment at enrolment	£299	At sign-up
12 monthly payments	£299 each	Monthly

Total — 13 payments	**£3,887**	
Or paid in full upfront (5% discount)	**£3,692.65**	**At sign-up**

Paying in Full — 5% Discount

- Clients may choose to pay the full Programme upfront and receive a **5% discount**
  - **Discounted total: £3,692.65** (a saving of £194.35)
- 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

Recurring Card Payment Setup

- Your Recurring Card Payment 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 (collected in clinic) and the first monthly instalment may be collected within that first week, to prevent delays in treatment access

Payment Responsibility

- Clients are responsible for ensuring 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 manually before treatment access is resumed
- The Clinic is not responsible for delays or errors caused by third-party payment providers

Please note: This Programme does not constitute 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.

- **Injectable hair restoration treatments:** up to 6 over 12 months
- Treatment type and intervals are 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**
- On early cancellation, any NU-CIL bottles already supplied will be charged at their standard price when calculating your final balance

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

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 at the time of cancellation** 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
- Any NU-CIL bottles already supplied will be charged at their standard price of £135 per bottle
- 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 2 injectable hair treatments, 4 monthly scalp treatments and 2 bottles of NU-CIL, but have made only 4 payments (£1,196 including your upfront payment), the full standard clinic prices for those treatments and products will be totalled. Any amount above the £1,196 already paid becomes payable immediately, **together with the £250 cancellation fee**.

Missed Payments

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

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 undertaken**
- If any treatment has been undertaken, or any NU-CIL has been supplied, the **standard clinic price** of that treatment or product becomes payable, and will be deducted from any refund due before your Programme is cancelled
- Cancellation must be submitted **in writing**

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 treatment entitlement has not yet been used, that entitlement remains available to you under the rollover policy set out in Section 4

7. Upgrading Your Subscription

If you choose to upgrade to a new subscription, your existing subscription will be cancelled and replaced with the new subscription. A new upfront payment will be taken, followed by a new 12-month schedule of recurring monthly payments.

Any unused benefits, treatments, or allowances included within your existing subscription will be forfeited once you upgrade. It is the client's responsibility to ensure that any available benefits are claimed before upgrading, as they cannot be transferred to or carried over to the new subscription.

8. Client Consent & Agreement

By enrolling in the Programme, you confirm that you:

- Understand and accept the payment structure and treatment schedule, including the **13 payments of £299** (total £3,887)
- 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 and the **£250 cancellation fee** upon early termination
- Agree to use NU-CIL as directed, and accept that any bottles supplied will be charged at standard price if you cancel early
- Understand that a **£15 fee** applies to any payment that is not successfully collected, and a further **£25 charge** where two consecutive payments are missed

9. General Terms

- All treatments are subject to clinical suitability and practitioner approval
- Subject to the cooling-off period in Section 6, 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

10. 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

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