

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**, 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: £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

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 (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** 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**, 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**, 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. 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

8. 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

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

Questions or Support

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

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