AMANDA AZZOPARDI
AESTHETICS

Illuminate Skin Subscription

Terms & Conditions

Programme Overview

The **Illuminate Skin Subscription** is a **12-month medically led skin transformation programme**, designed to improve skin health, stimulate collagen, support skin rejuvenation and prevent premature ageing.

The programme treats the **face, neck, décolletage and hands** as one complete aesthetic unit, with a personalised treatment plan created following consultation and clinical assessment.

Your programme may include:

- **One advanced skin treatment every month**
- **Eight injectable skin rejuvenation treatments per year** — which may include dermal fillers, skin boosters and anti-wrinkle treatments, selected according to your individual concerns, anatomy and clinical suitability
- **Monthly Dermalux LED Light Therapy**
- **Bespoke skin treatments** including Derma V Vascular Laser, LaseMD Ultra, PRX-T33, microneedling, iPRF microneedling and Obagi peels
- **Ongoing medical reviews** and personalised treatment planning

All treatments are subject to clinical assessment and suitability.

1. Membership Agreement & Investment

The Illuminate Skin Subscription is a **12-month clinical membership**, paid through **13 payments of £349 in total**:

- **One initial payment of £349**, taken at the time of enrolment
- **Followed by 12 monthly payments of £349**. 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 collected on or around the **1st of each calendar month Total membership cost: £4,537** (13 × £349)

Payment	Amount	When
Initial payment at enrolment	£349	At sign-up
12 monthly payments	£349 each	Monthly
Total — 13 payments	**£4,537**	
Or paid in full upfront (5% discount)	**£4,310.15**	**At sign-up**

Your initial payment secures your place on the programme, and treatment commences following payment.

Paying in Full — 5% Discount

- Clients may choose to pay the full membership upfront and receive a **5% discount**
  - **Discounted total: £4,310.15** (a saving of £226.85)
- Where the membership 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 4

Recurring Card Payment Setup

- Your Recurring Card Payment instruction is set up at enrolment, at the same time as your initial payment
- Your **first monthly payment** is collected on or around the 1st of the month following enrolment, and monthly thereafter
- If you enrol within seven (7) calendar days of the start of a new month, Amanda Azzopardi Aesthetics may collect your initial payment and your first monthly payment together at sign-up, to prevent delays in treatment access
- Recurring Card Payments must remain **active throughout your membership**

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

2. Complimentary Morpheus8 Treatment

- The complimentary Morpheus8 treatment (**valued at £499**) is an exclusive **consultation-day enrolment benefit**
- It is available only to clients who join the Illuminate Skin Subscription on the day of their consultation and complete their membership agreement and initial payment. You must **sign up within 24 hours of your consultation** to receive this offer
- This offer **cannot be applied retrospectively**, exchanged, transferred, redeemed for cash, or used as credit against any other treatment or service
- Morpheus8 remains subject to clinical suitability, and Amanda Azzopardi Aesthetics reserves the right to modify or decline treatment where clinically necessary

3. Cancellations & Missed Payments

The discounted treatment pricing offered within this membership is based on your commitment to complete the **full 12-month term**.

Cancellation Terms

If you cancel before completing the 12-month membership:

- Treatments received will be **recalculated at full clinic prices**
- Any **outstanding balance becomes immediately payable**
- A **cancellation fee of £250** will apply
- If the **complimentary Morpheus8 treatment** has been redeemed prior to cancellation, its standard value of £499 will also be included when calculating the final balance due

- Where the membership was **paid in full upfront**, the 5% discount is forfeited and treatments received are recalculated at standard clinic prices
- Outstanding balances must be settled **within 14 days** and may be referred for debt recovery if unpaid

Example

If you have received 4 advanced skin treatments, 3 injectable treatments and your complimentary Morpheus8 treatment, but have made only 4 payments (£1,396 including your initial payment), the standard clinic prices for those treatments — including the £499 Morpheus8 — will be totalled. Any amount above the £1,396 already paid becomes payable immediately, **together with the £250 cancellation fee**.

Missed Payments

- A **£15 missed payment fee** will be applied to any payment that is not successfully collected • Where a payment fails, we will attempt collection again. **Treatments may be paused** until your account, including the £15 fee, is brought up to date
- Continued non-payment may result in **termination of membership** and recovery of outstanding monies
- Any further administrative or banking costs relating to failed payments will be the responsibility of the client

4. Cooling-Off Period

Within 14 days of enrolment:

- You may cancel within fourteen (14) days of enrolment and receive a **full refund of the amount you have paid**, provided **no treatments have been taken**
- If any treatment has been taken — including the complimentary Morpheus8 treatment — the **standard clinic price** of that treatment becomes payable, and will be deducted from any refund due before your membership is cancelled
- Cancellation must be made **in writing**

After the 14-day cooling-off period:

- **No refunds will be issued**, and no cash or card refunds will be provided
- Cancelling after this point is subject to the cancellation terms in Section 3, including the £250 cancellation fee
- If payments have been collected but your treatment allowance has not yet been used, your entitlement remains available to you under the rollover policy set out in Section 5

5. 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.

6. Appointments & Treatment Rollover

- Appointments are **reserved exclusively for you**
- A minimum of **48 hours' notice** is required to rearrange or cancel appointments • Late cancellations or missed appointments may result in the treatment being **forfeited** • Unused treatment entitlements may be carried forward for a maximum of **two consecutive months only**. Any treatments unused beyond this period will expire and cannot be refunded, transferred or exchanged
- Monthly payments remain payable regardless of attendance, as your membership provides ongoing access to your personalised treatment programme

7. Medical Suitability & Treatment Planning

- All treatments are subject to **ongoing medical assessment**

- Amanda Azzopardi Aesthetics reserves the right to postpone, modify or decline treatment where clinically unsuitable — including due to changes in medical history, pregnancy, medication, infection, sun exposure or healing response
- Treatment schedules may be adjusted to ensure safe and effective outcomes

8. Results

Whilst every effort is made to achieve optimal results, aesthetic treatments **cannot guarantee specific outcomes**. Results vary depending on factors including age, lifestyle, genetics, hormones, sun exposure, skincare routine, aftercare and attendance.

9. Membership Benefits

- All membership benefits and complimentary treatments remain valid **only whilst your membership is active** and payments are up to date
- Complimentary treatments have **no cash value** and cannot be exchanged for alternative treatments, products or cash

10. Photography & Aftercare

- Clinical photographs may be taken throughout your programme to monitor progress, and form part of your **confidential medical records**
- **Separate consent** will be obtained before photographs are used for marketing purposes
- You agree to follow all aftercare advice provided by Amanda Azzopardi Aesthetics

11. Refund & Transfer Policy

Subject to the 14-day cooling-off period in Section 4, the Illuminate Skin Subscription is **non refundable and non-transferable**.

Refunds, credits or transfers will not be provided for:

- Change of mind
- Personal circumstances
- Relocation
- Missed appointments
- Failure to complete the programme
- Failure to follow aftercare advice
- Treatments altered for medical reasons

Memberships cannot be shared, transferred, exchanged for products or redeemed for cash.

12. General Terms

- All treatments remain subject to consultation and clinical suitability
- The membership is **non-transferable** and cannot be shared or gifted
- If you switch to another subscription or membership, your 12-month term will restart from the date of the new agreement
- Amanda Azzopardi Aesthetics reserves the right to make reasonable amendments to:
    - o Treatment menus
    - o Appointment availability

    - o Membership benefits
    - o Membership terms and conditions (with reasonable notice)

13. Client Declaration

By joining this membership, you confirm that:

- ✓ You understand this is a **12-month contractual membership** comprising **13 payments of £349** (total £4,537).
- ✓ You understand payments remain due throughout the membership term, regardless of attendance.
- ✓ You understand the **Morpheus8 treatment is a consultation-day enrolment benefit only**, valued at £499.
- ✓ You understand injectable treatments may include fillers, skin boosters and anti-wrinkle treatments following clinical assessment.
- ✓ You understand unused treatments **expire after the two-month rollover period**.
- ✓ You understand that cancelling before the end of the 12-month term will incur a **£250 cancellation fee**, and that treatments received will be recalculated at full clinic prices.
- ✓ You understand a **£15 fee** applies to any payment that is not successfully collected.
- ✓ You consent to treatment following medical assessment and suitability.

Questions or Support

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

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