

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**, collected by Direct Debit via GoCardless
- 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

Direct Debit Setup

- Your Direct Debit 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
- Direct Debit 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**, and clients must also cancel their Direct Debit instruction with their bank

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. 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

6. 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

7. 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.

8. 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

9. 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

10. 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.

11. 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)

12. 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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