AMANDA AZZOPARDI
AESTHETICS

Pro-Ageing Complete

Terms & Conditions

Welcome to **Pro-Ageing Complete** — a premium subscription by Amanda Azzopardi Aesthetics.

This exclusive programme combines advanced facial injectables with clinical skin treatments to support you in ageing well, confidently and naturally. Your journey will be led by medical professionals and tailored to your unique skin and aesthetic needs.

Your Subscription at a Glance

The Pro-Ageing Complete Subscription is a **12-month pre-paid programme**, providing:

- **5 injectable treatments** over 12 months:
  - 3 anti-wrinkle treatments
  - 2 skin boosters or 2 polynucleotide treatments — based on clinical suitability and treatment goals
- **12 advanced skin treatments** — one per month, selected from our approved list, which may evolve over time in line with best clinical practice

1. Payment Terms

The subscription is paid through **13 payments of £259 in total**:

- **One upfront payment of £259**, taken at the time of enrolment
- **Followed by 12 monthly payments of £259.** 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 processed on or around the **1st of each calendar month Total subscription cost: £3,367** (13 × £259)

Payment	Amount	When
Upfront payment at enrolment	£259	At sign-up
12 monthly payments	£259 each	Monthly
Total — 13 payments	**£3,367**	
Or paid in full upfront (5% discount)	**£3,198.65**	**At sign-up**

Paying in Full — 5% Discount

- Clients may choose to pay the full subscription upfront and receive a **5% discount**
  - **Discounted total: £3,198.65** (a saving of £168.35)

• Where the subscription 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

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• 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 sign up within 7 calendar days of the start of a new month, Amanda Azzopardi Aesthetics may collect your first monthly instalment at sign-up, to prevent delay in treatment access

Payment Responsibility

• If a payment fails or is declined, a **£15 administration charge** will be applied to your account • The failed payment, together with the £15 charge, must be made manually before treatment access resumes

• Amanda Azzopardi Aesthetics is not responsible for third-party banking delays or issues

• Clients are responsible for ensuring timely payments are made

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

2. Treatment Access

Injectables

• **3 anti-wrinkle treatments** during the 12-month term — all anti-wrinkle treatments may be exchanged for skin boosters if deemed not suitable

• **2 skin booster or polynucleotide treatments**, dependent on clinical suitability and patient goals

Skin Treatments

• **One facial treatment per month** from an approved treatment menu

• The treatment menu is subject to periodic updates

All treatments remain subject to clinical consultation and suitability.

Rollover Policy

• Skin treatments can be carried over for up to **two (2) consecutive months** if appointments are missed

• After this period, unused treatments will **expire without refund**

• Injectable treatments must be taken within the 12-month period, at intervals agreed with your practitioner

3. Cancellations & Missed Payments

The Pro-Ageing Complete Subscription is structured as a **12-month commitment**. Early cancellation will result in treatment cost adjustments based on what has already been received.

Cancellation Terms

• If you cancel before the 12-month term ends, you will be liable for the **full standard clinic cost at**

the time of cancellation of any treatments already received, applied at the standard list price of **£350 per treatment**

• If the value of treatments received exceeds your total payments to date, you must **pay the balance in full** upon cancellation

• A **cancellation fee of £250** will apply if you cancel before the 12-month subscription ends

• Where the subscription was **paid in full upfront**, the 5% discount is forfeited and treatments received are recalculated at standard clinic prices

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Example

If you have had 2 anti-wrinkle treatments, 1 polynucleotide treatment and 4 skin treatments — 7 treatments in total — but have made only 5 payments (£1,295), the standard list price of £350 per treatment applies:

• 7 treatments × £350 = **£2,450**

• Less payments made = **£1,295**

• Balance payable = **£1,155**, plus the **£250 cancellation fee**

Missed Payments

• A **£15 missed payment fee** will be applied to any payment that is not successfully collected

• Treatment access is **paused** until outstanding payments, including the £15 fee, are made • Repeated failed payments may result in **termination of the subscription**

• Any further administrative 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 **14 days** of enrolment and receive a **full refund of the amount you have paid**, provided **no treatment has been taken**

• If a treatment has already been taken, the **standard list price of £350 per injectable treatment and £275 per Advanced Skin Treatment** becomes payable, and will be deducted from any refund due before your subscription is cancelled

• To cancel, clients must notify the clinic **in writing**

After the 14-day cooling-off period:

• **No refund will be given**, and no cash or card refund 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 treatments have not yet been redeemed, that entitlement remains available to you under the rollover policy set out in Section 2

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. Client Agreement & Consent

By subscribing, you confirm that you:

- Understand and accept the payment structure and treatment schedule, including the **13 payments of £259** (total £3,367)
- Agree to clinic protocols on consultation, consent and post-care
- Accept that this is **not a credit agreement**, but a good-faith arrangement
- Are responsible for completing the full 12-month term, or settling any outstanding treatment costs and the **£250 cancellation fee** if cancelling early
- Understand that a **£15 fee** applies to any payment that is not successfully collected

7. General Terms

- All treatments are subject to **clinical consultation and suitability**
- Subject to the cooling-off period in Section 4, the subscription is **non-refundable and non transferable**, and may not be shared or gifted

- If you switch your subscription plan, the subscription term will reset and a new 12-month period will begin from the date of the change
- Amanda Azzopardi Aesthetics reserves the right to make reasonable changes to:
    - o Treatment menu
    - o Appointment availability
    - o Subscription terms (with prior notice)

8. End of Subscription – What Happens Next?

We hope you'll continue your skin journey with us! At the end of your 12-month subscription:

- Book a **complimentary review and skin scan analysis**
- Review your progress, celebrate your results, and discuss the **next steps**
- We will help you build a **personalised maintenance plan** to sustain and protect your long-term skin goals

Questions or Support

If you have any questions about your subscription, payment or treatment plan, please contact the clinic directly.

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