AMANDA AZZOPARDI
AESTHETICS

Radiate Skin Subscription

Terms & Conditions

Welcome to your **Radiate Skin Subscription** — an expert-led skincare programme by Amanda Azzopardi Aesthetics. We're excited to support you as you take charge of your skin's health with regular, medically guided facial treatments.

The Radiate Skin Subscription is a **12-month pre-paid programme**, providing clients with **12 facial aesthetic treatments**, selected from an approved treatment list provided at the start of the subscription. The treatment list is subject to periodic clinical review and may change over time.

1. Payment Terms

The subscription is paid through **13 payments of £199 in total**:

• **One upfront payment of £199**, taken in clinic at sign-up

• **Followed by 12 monthly payments of £199.** 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 day of each calendar month Total subscription cost: £2,587** (13 × £199)

Payment	Amount	When
Upfront payment at enrolment	£199	At sign-up
12 monthly payments	£199 each	Monthly
Total — 13 payments	**£2,587**	
Or paid in full upfront (5% discount)	**£2,457.65**	**At sign-up**

Paying in Full — 5% Discount

• Clients may choose to pay the full annual subscription upfront and receive a **5% discount**

o **Discounted total: £2,457.65** (a saving of £129.35)

• Where the subscription is paid in full at enrolment, no further monthly payments are collected • This upfront payment is **strictly non-refundable** after the 14-day cooling-off period described in Section 4

• If the full credit is not used, the remaining balance may be redeemed against alternative clinic treatments at standard pricing at the time of booking. No card or cash refunds will be given

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 payment** is collected on or around the 1st of the month following enrolment, and monthly thereafter

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• If you sign up within 7 calendar days before the next calendar month begins, Amanda Azzopardi Aesthetics may collect your upfront payment and your first monthly payment together at sign-up, to avoid access delays due to Recurring Card Payment processing times

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

• Treatments may be suspended or postponed until payment is received

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

• The client is fully responsible for ensuring timely payment

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

2. Treatment Access

• Each successful monthly payment entitles you to **one facial treatment per month** • Treatments are chosen from a pre-approved treatment list provided at the start of the programme *All treatments remain subject to clinical consultation and suitability.*

Rollover Policy

• You may carry forward up to **two (2) consecutive missed treatments**

• Treatments not used within the 12-month period, or beyond the 2-month rollover window, **will expire without refund**, unless otherwise agreed in writing

3. Cancellations & Missed Payments

The Radiate Skin 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 completing the 12-month term, you will be liable for the **full standard cost at the time of cancellation** of all treatments received up to that point

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

• In addition, a **cancellation fee of £250** will apply if you terminate the subscription before the end of the 12-month period

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

Example

If you have had 6 skin treatments valued at £199 each (standard pricing) and you have made 4 payments (£796 including your upfront payment):

- 6 treatments × £199 = **£1,194**
- Less payments made = **£796**
- Balance payable = **£398**, plus the **£250 cancellation fee**

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Missed Payments

- A **£15 missed payment fee** will be applied to any payment that is not successfully collected • Access to treatments is **paused** until any outstanding payments, including the £15 fee, are made • Repeated failed payments may result in **termination of the subscription**
- Any further administrative or banking costs arising from failed payments are the responsibility of the client

4. Cooling-Off Period

Within 14 days of enrolment:

- You have the right to cancel within **14 days** of enrolment and receive a **full refund of the amount you have paid**, provided that **no treatment has been taken**
- If any treatment has been taken, the **standard clinic price** of that treatment becomes payable, and will be deducted from any refund due before your subscription is cancelled
- Cancellation must be submitted **in writing**, and the client is responsible for cancelling their Direct Debit with their bank

After the 14-day cooling-off period:

- **No refund is due**, and no card or cash 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 no treatment has yet been redeemed, your 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 schedule and treatment structure outlined, including the **13**

payments of £199 (total £2,587)

• Agree to follow all consultation, consent and post-treatment protocols

• Acknowledge that this is **not a credit agreement**, but a good-faith arrangement • Commit to the full 12-month term, or agree to forfeit or repay as outlined in the cancellation terms, including the **£250 cancellation fee**

• 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**

• Even if a treatment is listed, it may not be offered if the practitioner deems it unsuitable based on your skin type or medical history

• 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 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:

o Adjust appointment availability

o Modify treatment offerings

o Update terms with reasonable 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 treatment schedule, payments or clinical suitability, please contact the clinic directly.

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