



Collagen Banking Terms and Conditions

Skintap Savers Membership Scheme - V1

Our Terms and Conditions were last updated on 2nd February 2024

Please read these Terms and Conditions carefully before using our Skintap Savers Membership Scheme.

Agreement

By choosing a payment amount and completing the Direct Debit form you agree to the following terms and Conditions.

Direct Debits

Direct Debits are handled by GoCardless, more information can be accessed here - [What is Direct Debit? Meaning and payment examples | GoCardless](#).

First Payment

First Payment will be taken 5 business days after you have set up your Direct Debit, if you would like it to be taken on another date, please let us know at Skintap and we will see what we can do.

Treatments

Membership can be used against treatment(s) of your choice, excluding any treatments that require prescription only medication (POMs) i.e. antiwrinkle treatments.

Exclusive Discounts

Membership to Collagen Banking automatically gives you a discount of 10% off all treatments, excluding any treatments that require prescription only medication (POMs) i.e. antiwrinkle treatments.

The 10% discount cannot be used in conjunction with other discounts or promotional offers. If a discount of promotional offer is more favourable this can be applied instead of but not as well as the 10% membership discount.

Use of Accrued Funds – Your Collagen Bank!

Collagen Banking is intended to support you to maintain the health and appearance of your skin. Therefore, there is an expectation that you will be regularly using your accrued funds.

If you have not had a treatment in 12 months, your direct debit will be cancelled by Skintap, and your membership ended.

You must have a treatment within 90 days of cancellation to reactivate* your membership.

If you do not have a treatment within 90 days of cancellation you will forgo any money remaining on your account at day 91 and this will not be refunded.

*Reactivation means you will continue to have access to your accrued funds providing you have a treatment at least every 90 days. Only once you have used all your remaining funds can you restart your direct debit should you wish to.

You must have accrued the full amount required to pay for the treatment(s) of your choice before they will be performed.

Cancellation

You may cancel your membership at any time directly with skintap by emailing info@skintap.co.uk. Please also cancel your direct debit directly with your bank.

If have cancelled your membership and you have any money remaining on your account, you must use this within 90 days of cancellation on a treatment(s) at skintap.

If you have cancelled your membership but the amount remaining on your account is not enough to pay for a treatment in full, you may pay the difference, but this must take place within 90 days of cancellation. You will forgo any money remaining on your account 91 days after cancellation and this will not be refunded.

Medical Suitability

Treatments are only performed if an individual is medically suitable, all treatments begin with a consultation. If you are not sure if you are medically suitable for treatments, please book a free consultation before signing up to Collagen Banking with Skintap Savers.

If you become pregnant during your membership, let us know at skintap by emailing info@skintap.co.uk. Our treatments are not suitable for someone who is pregnant, or breastfeeding and your membership will be paused. It is your responsibility to cancel the direct debit with your bank.

Any accrued funds will remain on your account until you contact us via email to state you are no longer pregnant and/or no longer breastfeeding. If we do not hear from you within 24 months of pausing your membership, you will forgo any accrued funds.

If you become medically unwell during your membership (i.e. your health status changes) which deems you unsuitable for the treatments offered at skintap, let us know by emailing info@skintap.co.uk and cancel your direct debit with your bank.

We will look at each case individually and medical proof may be required.

Did Not Attend

Failure to attend a pre-booked treatment will result in the treatment cost being deducted from your balance.

Refunds

Your Collagen Bank account balance is not refundable or transferable.

You are protected by the Direct Debit Guarantee.

Other

Skintap reserved the right to change amend the membership's terms and conditions or withdraw the scheme at any time. All members will be notified in advance of any changes.

Skintap reserves the right to refuse or cancel membership when a member is not abiding by the terms and conditions.