

ELITE BEAUTY CLINIC TERMS AND CONDITIONS FOR A MEMBERSHIP ARE ALL SUBJECT TO AGREEING WITH ALL OF ELITE BEAUTY CLINICS T&CS. SHOULD YOU DISAGREE WITH ANY OF OUR T&CS PLEASE CANCEL YOUR DIRECT DEBIT INSTRUCTION BEFORE YOUR FIRST PAYMENT IS TAKEN. WE WILL EMAIL A COPY OF THE AGREEMENT OVER TO YOU USING THE EMAIL ADDRESS PROVIDED ON SIGN UP. PLEASE SAVE THIS DOCUMENT FOR FUTURE REFERENCE. ‘ELITE BEAUTY CLINIC’ MEMBERSHIP AGREEMENT FOR: SKIN THERAPY, AESTHETICS & PERMANENT MAKE UP COLOUR BOOST MEMBERSHIPS.

TERMS

1. ‘THE COMPANY’ IS ELITE BEAUTY CLINIC LTD, ALSO REFERRED TO IN THE AGREEMENT AS ‘WE’ AND ‘US’.
2. IF YOU HAVE PURCHASED MEMBERSHIP FOR YOURSELF, YOU ARE REFERRED TO IN THE AGREEMENT AS ‘YOU’ OR ‘THE MEMBER’.
3. IF YOU HAVE PURCHASED CLUB MEMBERSHIP AS A GIFT, TERMS RELATING TO PAYMENT ARE APPLICABLE TO THE PURCHASER. TERMS RELATING TO MEMBERSHIP AND SERVICES ARE APPLICABLE TO THE MEMBER WHO IS REFERRED TO AS ‘YOU’ OR ‘THE MEMBER’.

GENERAL

1. THIS AGREEMENT IS GOVERNED BY THE LAW OF ENGLAND AND WALES. YOU SHOULD EMAIL A COPY OF THIS AND PRINT A COPY OF THIS AGREEMENT FOR FUTURE REFERENCE AND A COPY WILL BE EMAILED TO YOU FOLLOWING PURCHASE.
2. THE MEMBERSHIP AGREEMENT IS OF 12-16 MONTHS DURATION (SUBJECT TO TERMS UNDER THE HEADING “CANCELLATION”).
3. IF ANY OF THE TERMS OF THIS AGREEMENT ARE INVALID, UNENFORCEABLE OR ILLEGAL THE REMAINING TERMS CAN STILL BE ENFORCED.
4. WE MAY MAKE REASONABLE CHANGES TO THE MEMBERSHIP AGREEMENT TERMS AND CONDITIONS AT ANY TIME.
5. WE WILL SEND YOU EMAIL CONFIRMATION OF THESE TERMS USING THE EMAIL ADDRESS YOU USED WHEN YOU JOINED.
6. MEMBERSHIP IS OPEN TO ALL CUSTOMERS OVER THE AGE OF 18 YEARS OLD, HAVE NO HEALTH ISSUES AND HAVE UNDERGONE CONSULTATION BEFORE RECEIVING ANY TREATMENTS. COLOUR BOOSTS ARE SUBJECT TO THE DECISION OF US AFTER A CONSULTATION HAS BEEN HELD OTHER PMU TREATMENTS ARE SUITABLE WITHOUT CONSULTATION IF THE ORIGINAL PERMANENT MAKEUP TREATMENT WAS CREATED BY US. ONLY THE BRONZE SKIN MEMBERSHIP CAN BE GIFTED FOR SOMEONE OVER THE AGE OF 13 WITH A GUARDIAN PRESENT AT ALL TIMES.
7. THE COMPANY RESERVES THE RIGHT TO RESTRICT THE NUMBER OF MEMBERSHIPS AVAILABLE AT EACH TIER OR ACROSS THE WHOLE CLUB WITHOUT NOTICE OR EXPLANATION.
8. ADDITIONAL SERVICES (FOR EXAMPLE SKIN SERVICES, AESTHETICS, WRINKLE RELAXING INJECTIONS, FILLERS, LASER AND OTHER PERMANENT MAKEUP TREATMENTS) AND PRODUCTS OVER AND ABOVE YOUR ANNUAL ENTITLEMENT WILL BE CHARGED AT THE CURRENT TARIFF OR LIST PRICE AND DO NOT FORM PART OF THIS AGREEMENT.
9. YOU MAY UPGRADE ANY SERVICE INCLUDED IN YOUR ENTITLEMENT BY PAYING THE DIFFERENCE BETWEEN YOUR INCLUDED ENTITLEMENT AND THE CURRENT TARIFF.

FORCE MAJEURE

1. A FORCE MAJEURE EVENT IS DEFINED AS AN EVENT BEYOND THE REASONABLE CONTROL OF ELITE BEAUTY CLINIC LTD. THESE COULD INCLUDE BUT ARE NOT LIMITED TO INDUSTRIAL DISPUTES (WHETHER INVOLVING US OR ANY OTHER PARTY), FAILURE OF A UTILITY SERVICE OR TRANSPORT NETWORK, ACT OF GOD, WAR, RIOT, CIVIL COMMOTION, MALICIOUS DAMAGE, COMPLIANCE WITH ANY LAW OR GOVERNMENTAL ORDER, RULE, REGULATION OR DIRECTION, ACCIDENT, BREAKDOWN OF PLANT OR MACHINERY, FIRE, FLOOD, STORM OR DEFAULT OF SUPPLIERS OR SUBCONTRACTORS.
2. WE SHALL NOT BE LIABLE TO YOU AS A RESULT OF ANY FAILURE TO PERFORM OUR OBLIGATIONS UNDER THIS AGREEMENT AS A RESULT OF A FORCE MAJEURE EVENT.

MEMBERSHIP

1. MEMBERSHIP IS NOT TRANSFERABLE AND ENTITLEMENT TO INCLUSIVE SERVICES AND PRODUCTS IS RESTRICTED TO THE MEMBER.
2. YOU ARE FULLY UNDER THE CANCELLATION POLICY OF ELITE BEAUTY CLINIC LTD, WHICH MEANS THAT WITHOUT 3 WORKING DAYS’ NOTICE TO MOVE/CHANGE/CANCEL AN APPOINTMENT, A £30 DEPOSIT VALUE WILL BE FORFEITED FOR ALL SKIN TREATMENTS/AESTHETICS AND £50 FOR PERMANENT MAKE-UP TREATMENTS BOOKED AND WILL NEED TO BE PAID AGAIN FOR ANY FURTHER BOOKINGS AS PER OUR POLICY.

MONTHLY PAYMENT

1. BY PURCHASING THE MONTHLY PAYMENT OPTION YOU ARE AGREEING TO THE TERMS OF THIS MEMBERSHIP AGREEMENT. A COPY OF THESE TERMS RESIDES ON YOUR ACCOUNT – WE ADVISE YOU SEND A COPY TO YOURSELF AND YOU WILL BE EMAILED TO YOU FOLLOWING YOUR PURCHASE AND MUST BE SIGNED IN ORDER TO ACTIVATE YOUR MEMBERSHIP (TIME LOCKED IN TO YOUR ACCOUNT).
2. PAYMENTS ARE DUE MONTHLY AND WILL BE COLLECTED BY DIRECT DEBIT ON OR CLOSE TO THE 1ST OF EACH CALENDAR MONTH. YOU AGREE TO MAINTAIN A DIRECT DEBIT INSTRUCTION WITH YOUR BANK FOR THE AMOUNT DUE. PLEASE DO NOT CANCEL YOUR DIRECT DEBIT INSTRUCTION WITHOUT CONTACTING US FIRST.
3. IF YOUR BANK FAILS TO MAKE A DIRECT DEBIT PAYMENT FROM YOUR ACCOUNT WHEN DUE, ELITE BEAUTY CLINIC LTD WILL WRITE OR EMAIL TO ADVISE YOU OF THIS. AN ADMINISTRATION FEE OF £20 WILL BE CHARGED FOR EACH FAILED DIRECT DEBIT PAYMENT.
4. IF YOU CANCEL YOUR DIRECT DEBIT INSTRUCTION WITHOUT GIVING US NOTICE OF CANCELLATION (SEE “CANCELLATION” BELOW) OR MAKING A NEW DIRECT DEBIT INSTRUCTION AN ADMINISTRATION FEE OF £10 WILL BE CHARGED FOR EACH FAILED DIRECT DEBIT PAYMENT.
5. IF YOU FAIL TO MAKE AN OVERDUE PAYMENT WITHIN 14 DAYS YOU AGREE THAT: A) THE FULL OUTSTANDING AMOUNT FOR YOUR ONE-YEAR MEMBERSHIP SHALL BE IMMEDIATELY DUE B) WE MAY USE YOU DIRECT DEBIT MANDATE TO RECOVER THE FULL OUTSTANDING AMOUNT. YOU WILL IN THESE CIRCUMSTANCES HAVE THE OPTION TO INSTEAD CANCEL YOUR MEMBERSHIP IN LINE WITH THE TERMS OF THIS AGREEMENT UNDER THE HEADING “CANCELLATION”.
6. SHOULD THE COMPANY BE OBLIGED TO INSTITUTE LEGAL PROCEEDINGS AGAINST THE MEMBER ARISING FROM BREACH OF THE TERMS OF THIS MEMBERSHIP AGREEMENT, INCLUDING BUT IN NO WAY LIMITED TO THEIR FAILURE TO PAY ANY AMOUNT DUE BY THE DUE DATE, THE MEMBER ACKNOWLEDGES THAT THEY SHALL BE LIABLE FOR ALL TRACING FEES, COLLECTION COMMISSION AND LEGAL COSTS AS MAY BE ALLOWED BY THE COURT.
7. THE COMPANY MAY DISCLOSE PERSONAL PARTICULARS CONTAINED IN THE MEMBERSHIP AGREEMENT TO A CREDIT REFERENCE AGENCY OR ANY OTHER PARTY NECESSARY IN OBTAINING SETTLEMENT OF ARREARS.

CANCELLATION

1. YOU MAY CANCEL YOUR MEMBERSHIP WITHOUT GIVING ANY REASON WITHIN 14 DAYS OF MEMBERSHIP. THIS ALLOWS TIME FOR YOU TO ENSURE YOU HAVE MADE A SOUND DECISION ABOUT MEMBERSHIP, AND TO ALLOW THE BENEFICIARY OF GIFT MEMBERSHIP THE OPPORTUNITY TO ENSURE THEY CAN AND WILL AGREE TO THE TERMS OF THIS MEMBERSHIP AGREEMENT. A) IF YOU HAVE HAD NO PRODUCTS OR SERVICE WE WILL REFUND YOUR FIRST PAYMENT IN FULL. B) IF YOU CANCEL BEFORE COMPLETING YOUR 12 PAYMENTS WE WILL ISSUE YOU A REFUND IN THE FORM OF NON TRANSFERABLE VOUCHERS VALID AGAINST FUTURE SERVICE WITH AN EXPIRY DATE OF 12 MONTHS FOLLOWING CANCELLATION.
2. THIS IS NOT A CREDIT AGREEMENT AND YOU MAY CANCEL YOUR MEMBERSHIP AT ANY TIME DURING THE 12 MONTH PERIOD. YOU MUST GIVE US A MINIMUM OF TWO WEEKS NOTICE OR PAY AN ADMINISTRATION FEE OF £20 IN LIEU OF NOTICE. 3. WE RESERVE THE RIGHT TO CANCEL YOUR MEMBERSHIP WITHOUT NOTICE OR GIVING ANY REASON. UNDER THESE CIRCUMSTANCES WE WILL REFUND YOUR PAYMENTS IF NO SERVICE HAS BEEN TAKEN.

COMMUNICATIONS

1. WE MAY SEND YOU INFORMATION RELATING TO YOUR MEMBERSHIP, ELITE BEAUTY CLINIC LTD AND CURRENT OFFERS AND PROMOTIONS BY EMAIL, SMS OR BY POST
3. YOU MAY OPT OUT OF EMAIL AND SMS COMMUNICATIONS THAT WE MAY SEND BUT IF YOU DO WE CANNOT BE HELD RESPONSIBLE FOR ANY LOSS INCURRED BY YOU NOT RECEIVING RELEVANT COMMUNICATIONS. COMMUNICATIONS POSTED (EITHER WITH OR WITHOUT PROOF OF POSTING) WILL BE ASSUMED TO BE RECEIVED. EMAILS WILL BE ASSUMED TO BE RECEIVED AND READ

## ELITE BEAUTY CLINIC MEMBERSHIP PACKAGE BREAK DOWN

OUR EXCLUSIVELY CREATED MEMBERSHIPS WERE CREATED TO MAKE IT SUPER EASY FOR YOU TO KEEP LOOKING CONFIDENT AND FEELING BEAUTIFUL IN YOUR SKIN VIA A SELECTION OF PACKAGES. THESE MEMBERSHIPS ARE EXCEPTIONALLY EASY TO SET UP AND REWARD YOUR LOYALTY.

ONCE WE RECEIVE NOTIFICATION OF YOUR MEMBERSHIP SET UP WE WILL ADD YOUR SPECIFIC TREATMENT PASSES ON TO YOUR ACCOUNT AND YOU CAN BOOK ONLINE WITHOUT THE NEED TO PAY A DEPOSIT. CANCELATION AND RESCHEDULE POLICIES STILL APPLY. PLEASE GIVE 48 HOURS CANCELLATION FEE AND NOTICE TO RESCHEDULE YOUR APPOINTMENT. IF YOU FAIL TO GIVE THE REQUIRED NOTICE PERIOD A 50% TREATMENT PRICE IS REQUIRED TO BE PAID OR TO FORFEIT THE MEMBERSHIP TREATMENT BOOKED.

### ELITE BEAUTY SKIN PACKAGES:

ALL SKIN MEMBERSHIPS ARE 12 MONTHS MINIMUM TERM AND CAN BE RENEWED AT THE END OF THE TERM. WE WILL CONTACT YOU AT THE END OF THE CONTRACT TERM TO RENEW.

**PLATINUM PACKAGE** FOR THOSE THAT LIKE TO VISIT US EVERY MONTH. ENJOY TWELVE TREATMENTS THROUGHOUT THE NEXT 12 MONTHS, THESE CUSTOMISED, NEXT LEVEL FACIALS WILL KEEP YOUR SKIN LOOKING AND FEELING IT'S VERY BEST AND FOR THIS, YOU CAN CHOOSE ANY FACIAL YOU WANT WITH US X12 FACIAL TREATMENTS FROM ANY ON OUR SKIN THERAPY MENU, X4 SKIN KITS (ONE EVERY 3 MONTHS), FREE SAMPLES ON NEW PRODUCT LAUNCHES, EARLY ACCESS TO OFFERS 48 HOURS BEFORE ANYONE ELSE, 10% DISCOUNT ON PRODUCTS, ADDITIONAL SERVICES, EXCLUSIVE BLACK CARD MEMBER AND UNLIMITED BROW WAXES

#### **PLATINUM SKIN MEMBERSHIP – (TREATMENTS WITH LUCY £85 PER MONTH)**

X12 MONTHLY FACIAL TREATMENTS TO INCLUDE ALL FACIALS, X4 SKIN KITS (ONE EVERY 3 MONTHS), FREE SAMPLES ON NEW PRODUCT LAUNCHES, EARLY ACCESS TO OFFERS 48 HOURS BEFORE ANYONE ELSE, 10% DISCOUNT ON PRODUCTS, ADDITIONAL SERVICES, BLACK CARD MEMBER, UNLIMITED BROW WAXES, SAVING UP TO £644 A YEAR

**GOLD SKIN MEMBERSHIP – (TREATMENTS WITH A MEMBER OF ELITE BEAUTY CLINIC, EXCLUDING KIRSTY LILLIAN) X1 SKIN SOLVER TO START, X 8 FACIALS OF YOUR CHOICE EVERY 6 WEEKS, FACIAL CHOICE INCLUDES: PRO30, PRO60, PROPOWER PEELS, HYDROFACIAL, SKIN SOLVER OR DERMAPLANING. X2 SKIN KITS (ONE EVERY 6 MONTHS), 10% DISCOUNT ON PRODUCTS & SERVICES (EXCLUDING WRINKLE RELAXING INJECTIONS), SAVING UP TO £430 A YEAR**

**SILVER PACKAGE – (TREATMENTS WITH A MEMBER OF ELITE BEAUTY CLINIC, EXCLUDING KIRSTY LILLIAN) RECEIVE A FACIAL EVERY 8 WEEKS TO KEEP YOUR SKIN LOOKING AMAZING ALL YEAR ROUND. X1 SKIN SOLVER TO START, X1 SKIN KIT, X 3 PRO-POWER PEELS, X3 PRO-MICRONEEDLING FACIALS, X6 AFTERCARE KITS, 10% DISCOUNT ON PRODUCTS & SERVICES (EXCLUDING WRINKLE RELAXING INJECTIONS), SAVING £77 A YEAR**

**BRONZE PACKAGE** MEMBERSHIP (TREATMENTS WITH MIA OR LUCY), RECEIVE A FACIAL EVERY 8 WEEKS TO KEEP YOUR SKIN LOOKING AMAZING ALL YEAR ROUND WITHOUT BREAKING THE BANK. X6 PRO 30 FACIALS, X1 SKIN KIT, 10% PRODUCTS & ALL SERVICES (EXCLUDING WRINKLE RELAXING INJECTIONS), SAVING £47 OVER THE YEAR

### ELITE BEAUTY AESTHETICS PACKAGES:

ALL AESTHETICS MEMBERSHIPS ARE 12 MONTHS MINIMUM TERM AND CAN BE RENEWED AT THE END OF THE TERM. WE WILL CONTACT YOU AT THE END OF THE CONTRACT TERM TO RENEW. THESE TREATMENTS ARE ALL BOOKED WITH KIRSTY LILLIAN.

**WRINKLE RELAXING PACKAGE:** THE MEMBERSHIP YOU NEED TO KEEP LOOKING YOUTHFUL! YOU ARE REQUIRED TO HAVE X2 MEDICAL HEALTH CONSULTATIONS WITH OUR NURSE PROVIDER OR SURGEON ACROSS THE YEAR. THIS PACKAGE IS FOR 2 AREAS OF B"TOX EVERY 3 MONTHS (EXTRA AREA £40 PAYABLE ON THE DAY, ADDITIONAL £20 CHARGE PER ADDITIONAL AREA ON THE DAY)

**LIP FILLER PACKAGE:** THIS PACKAGE ALLOWS YOU 1.5 ML-2 ML OVER THE YEAR. ON YOUR 6TH PAYMENT YOU CAN BOOK YOUR 1ST IML TREATMENT AND THEN 6 MONTHS LATER YOU CAN BOOK IN YOUR 0.5ML OR UPGRADE TO IML. CONSULTATION AND MEDICAL CONSULTATION REQUIRED BEFORE OR ON THE FIRST TREATMENT. IML OF FILLER AT 6 MONTHS & 0.5 TOP UP AT 6 MONTHS LATER (IML UPGRADE FOR £50 ON THE DAY)

**ENERGY BOOSTER PACKAGE:** A CONSULTATION IS REQUIRED ON THE FIRST APPOINTMENT. A MONTHLY BOOSTER INJECTION AT 4-5 WEEKLY INTERVALS.

### PERMANENT MAKE UP COLOUR BOOSTERS

ALL PMU MEMBERSHIPS ARE 12-16 MONTHS MINIMUM TERM AND CAN BE RENEWED AT THE END OF THE TERM. WE WILL CONTACT YOU AT THE END OF THE CONTRACT TERM TO RENEW. THESE TREATMENTS CAN BE BOOKED WITH ANY OF OUR PMU ARTISTS WITHIN ELITE BEAUTY CLINIC.

#### **TOP UP AT 12 MONTHS**

PAY MONTHLY FOR YOU ANNUAL PMU TOP UP FOR 1 AREA (BROWS, LIPS OR EYELINER) TO KEEP THEM LOOKING FRESH. THIS INCLUDES MICROBLADING, COMBI BROWS AND POWDER BROW TOP UPS. 12 MONTHLY PAYMENTS. (AN EXTRA £30 PAYABLE ON BOOKING THE APPOINTMENT)

#### **TOP UP AT 18-24 MONTHS**

THE SAME AS ABOVE BUT THIS ALLOWS YOUR TOP UP TO BE AT 18 MONTHS. 12 MONTHLY PAYMENTS AT £12.50 WITH A £30 BOOKING FEE PAYABLE UPON BOOKING THE APPOINTMENT.

#### **DUO TREATMENT TOP UP AT 18 MONTHS**

IF YOU HAVE 2 AREAS OF PERMANENT MAKEUP DONE WITH US YOU CAN CHOOSE TO HAVE BOTH TREATMENTS REFRESHED AT THE SAME TIME. BY BOOKING BOTH TREATMENTS TOGETHER YOU SAVE 15%. THE DUO TREATMENT PLAN IS 16 MONTHLY PAYMENTS AT £17.25 A MONTH WITH A £30 BOOKING FEE WHEN BOOKING THE APPOINTMENT. SAVINGS OF £54

#### **FULL FACE TOP UP AT 18-24 MONTHS**

ADD A REFRESH TO YOUR LIP COLOUR AND KEEP YOUR LIP BLUSH LOOKING BEAUTIFUL WITH A TOP UP AT 18- 24 MONTHS. THE TRIO TREATMENT PLAN HAS A DISCOUNT OF 20% AND IS A 16 MONTHLY PAYMENT AT £23.35 WITH A £60 BOOKING FEE