



AURA OLYMPUS – TERMS & CONDITIONS, PRE CARE, POST CARE & CLIENT CONSENT AGREEMENT

The Alma Difference: 3D SHR Technology

The Alma Soprano utilizes 3 combined wavelengths (755nm, 810nm, 1064nm) to target hair follicles at varying depths for maximum efficiency. Featuring Superior Hair Removal (SHR) technology with In-Motion™ application, these devices gradually heat the dermis with low fluence and a high repetition rate. This approach enhances coverage, minimizes discomfort, and reduces risks associated with traditional hair removal methods.

Wavelength Advantages:

- Alexandrite 755nm: Targets fine, lighter hair by focusing on the bulge of the follicle with the highest melanin absorption.
 - Diode 810nm: Effective on both coarse and fine hair, targeting the bulge and bulb of the follicle.
 - Nd:YAG 1064nm: Ideal for coarse, deep hair, focusing on the bulb and dermal papilla to disrupt the blood supply to the follicle.
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Pre-Treatment Instructions:

- Ensure the treatment area is clean and free of cosmetics, lotions, and deodorants.
 - Shave the area 24 hours before treatment to minimize skin irritation.
 - Avoid sun exposure and tanning beds 2 weeks before treatment.
 - Refrain from waxing, plucking, or threading for at least 4 weeks prior, as the follicle must be intact.
 - Discontinue the use of retinoids and exfoliants 1 week before treatment in the area being treated.
 - Inform your clinician of any medications, medical conditions, or recent skin treatments.
 - Consultation / Patch test - a patch test is undertaken prior to treatment in accordance with the equipment manufacturer's instructions; and the patient has had no adverse reaction of any kind to the patch test.
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Post-Treatment Care:

- Expect mild redness, swelling, and sensitivity in the treated area. These effects are normal and typically subside within a few hours to a day.
 - Apply post-laser gel, soothing gel, or cream, such as Aloe Vera, to calm the skin.
 - Avoid sun exposure and use a broad-spectrum sunscreen with SPF 30+ daily.
 - Refrain from hot showers, saunas, or intense exercise for 24-48 hours.
 - Do not wax, pluck, or thread between sessions; shaving is allowed.
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Shedding Process and Expected Changes

To effectively reduce hair growth, the hair stem cells must be permanently impaired. These hair stem cells are in three main places: the hair matrix at the side of the shaft, the bulge, and the papilla. The goal of laser hair reduction is to induce cell necrosis (premature cell death) in these stem cells.

With the Alma Soprano, clients are required to shave the treatment area beforehand, ensuring no visible hair is present. This allows the laser energy to directly target these stem cells for more effective and permanent hair reduction.

Unlike other methods, Soprano treatments do not cause immediate shedding. Instead, clients will notice gradual hair reduction over multiple sessions. Hair regrowth will appear patchy as treatments progress, as only approximately 30% of hair is in the active (anagen) phase during each session.

Realistic Expectations:

- Permanent hair reduction requires a series of treatments (10–12+), varying based on:
 - Skin type and hair density, color, and thickness.
 - Physiological factors, including genetics, age, gender, hormonal background, and overall health.
 - Treatment adherence and compliance with pre- and post-treatment instructions.
 - Clients may experience discomfort, transient erythema (redness), edema (swelling), and broken capillaries.
 - There is always a risk of adverse events. Ensure clients understand and sign the Informed Consent Form.
 - Hormonal changes can cause regrowth in areas where hair follicles were successfully treated. Triggers may include conditions like polycystic ovary syndrome (PCOS), pregnancy, breastfeeding, puberty, menopause, changes in oral contraceptive use, or hormone therapy.
 - Maintenance treatments may be required after the initial 10–12+ sessions.
 - No hair removal treatment can remove 100% of hair permanently. This is a laser hair reduction treatment.
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Recommended Post-Treatment Products:

- Cooling and Hydration: Use Aloe Vera Gel or BurnAid (keep refrigerated for extra relief).
 - Anti-inflammatory & Skin Repair: Products with Niacinamide and Panthenol to calm irritation and reduce redness.
 - Physical Sun Protection: Broad-spectrum sunscreen with SPF 30+ containing Zinc Oxide or Titanium Dioxide.
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Treatment Schedule:

For optimal results, 10–12+ treatments are recommended.

Treatment Intervals:

- Face: Spaced 2–6 weeks apart.
- Body: Spaced 4–8 weeks apart.

Maintenance sessions may be required based on individual response and hormonal influences.

Soprano Titanium Consent

Alma Soprano Titanium - Hair Reduction Treatment

The Soprano Titanium uses a superior 3D laser technology where different laser wavelengths are used to target the hair follicles. Namely 755nm, 810nm and 1064nm. This allows the hair follicles to be targeted at 3 different depths and locations to ensure optimal results.

How does it work?

To effectively reduce the amount of hair, the laser energy is absorbed by the colour of the hair follicle that results in a gradual accumulation of heat. Once the optimal temperature is reached, hair regrowth is impaired through the death of the hair follicle.

Only hair that is in the growing phase (anagen) can be treated with laser treatments. Thus, we recommend around 6-10 treatments with a treatment interval of 4-8 weeks for face treatments and 6-8 weeks for body treatments. You will see a satisfactory reduction of hair growth in approximately 12 weeks after your first treatment. Individual results vary and the efficacy of the treatment depends on several factors.

Alma's revolutionary in-motion technique uses repetitive movement of the applicator across the treatment area, this helps to ensure a comfortable and safe treatment by allowing the heat to be evenly distributed. All our handpieces come with a cooling tip to ensure that the surface of the skin remains cool to ensure your comfort and safety.

Individual results vary and the efficacy of the treatment depends on several factors.

Factors:

- Skin colour
- Hair colour
- Hormone levels
- Area being treated
- Heredity influences
- Hair growth stage
- Previous history of hyperpigmentation

Contraindications:

- Cancer, in particular skin cancer
- Pregnancy and breastfeeding
- Use of photosensitive medication and herbs

- Diseases which might be stimulated by light exposure
 - Prolong exposure to sun or artificial tanning during the 3-4 weeks prior to treatment
 - Active infection of herpes simplex in the treatment area
 - History of keloid scarring
 - Uncontrolled diabetes
 - Fragile dry skin
 - Hormonal disorders (that are stimulated under intense light)
 - Use of anti-coagulants
 - Epilepsy
 - History of coagulopathies
 - Treating over tattooed or permanent make-up
 - Used topical or oral steroids (creams or pills) or Accutane/Roaccutane (within the last six months)
 - Had injectable treatments or any other energy based device treatments in the treatment area in the last 4 weeks
 - Used skin irritants such as hydroquinone, bleaching creams, tretinoin, retinol creams, benzoyl peroxide, chemical peels, glycolic acid, and salicylic acid 2 weeks prior to the procedure
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Side effects:

- Discomfort – when a pulse is triggered, some patients experience various degrees of discomfort. Some patients describe the sensation as stinging, while others liken it to a rubber band snap or a burning sensation that may last for up to one hour after treatment. Most patients tolerate the sensation during treatment, but some patients may require a topical anaesthetic.
- Severe or prolonged erythema (redness) and edema (swelling) - within 2-24 hours of treatment that could last for several weeks.
- Irritation, itching, a mild burning sensation or pain (similar to sunburn) - Itching may be due to mild folliculitis. These may occur within 48 hours of treatment at the application site and usually are transient side effects.
- Blisters - epidermal erosions may develop and remain evident for several days to several weeks following treatment.
- Excessive edema – immediately after treatment, especially on the nose and cheeks, the skin may swell temporarily. Swelling usually subsides within hours but may continue for up to seven days
- Change of Pigmentation – there may be a change of pigmentation in the treated area. Most cases of hypopigmentation or hyperpigmentation occur in people with skin types IV to VI, or when the treated area has been exposed to sunlight within 3 weeks before or after treatment. In some patients, hyper-pigmentation occurs despite protection from the sun. This discoloration usually fades in three to six months, but in rare cases, (mainly hypo-pigmentation) the change of pigment may be permanent.
- Damage to Natural Skin Texture or Fragile skin (rare) – in some cases, a crust or blister or thin skin may form. Normal wound care should be followed
- Bruising (rare) – purpura, or bruising, may appear on the treated area which may last from a few hours to several days (rare).
- Paradoxical hair growth – The presence of patchy areas of hair affecting various body areas point to an abnormal hair distribution. The reason for this is unknown but might have contributed to the paradoxical hypertrichosis. Using lower settings than the recommended may also contribute to this event.

- Infection (rare) or reactivation of herpes simplex on the face (when the face is treated) or genital (when legs are treated) (very rare).
 - Persistent Urticaria (rare) – To prevent this side effect, laser epilation in allergic patients must be preceded by an extended laser patch test
 - Scarring (rare) – there is a chance of scarring; such as, enlarged hypertrophic or keloid scars. To reduce the chance of scarring, it is important to carefully follow all pre- and post-treatment instructions.
 - Burns (rare) – might occur if the operator does not follow instructions.
 - Eye damage (rare) from reflected or prolonged unprotected exposure to laser. Protective goggles (appropriate to the wavelength) must be worn during all treatments to prevent eye injury.
 - Hyperhidrosis (very rare) - abnormal excessive sweating.
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Expected changes to the skin for hair removal include:

Day 1 to 2 – Moderate redness, follicular swelling, heat, and sensitivity

Day 2 to 7+ – Less hair growth will be noticed over the following days and weeks. Hair growth may be uneven and patchy due to the laser only being able to target hair in the anagen phase (growing phase) during the treatment (approximately 30% of hair at any one time).

Post-Treatment Care Instructions

Until redness has completely resolved, please avoid all the following:

- Applying cosmetics on treated areas
- Swimming, especially in pools with chemical/chlorine
- Hot tubs and Jacuzzis
- Activities that cause excessive perspiration
- Avoid sun exposure to treated areas
- Do not pick, scratch or remove scabs as this will cause unwanted side effects
- Some patients may experience a delayed onset of these symptoms
- The skin is more susceptible to sunburn/sun damage. Avoid excessive sun exposure and use sunscreen with SPF 30 or higher for days post treatment

Please tick the following boxes when you are satisfied that the information provided is acknowledged by yourself. Please discuss with your practitioner if there are any points that you are uncertain about.

1. Purpose

This Agreement sets out the terms, conditions, and acknowledgements under which the Clinic provides Treatment. The Client acknowledges that all Treatments carry inherent risks and agrees to release, indemnify, and hold harmless the Clinic to the fullest extent permitted by law.

2. Definitions

- Clinic: its officers, staff, and agents.
- Client: The individual receiving the Treatment.
- Treatment Area(s): Body region(s) agreed for Treatment.
- Prepaid Program: Any package purchased in advance.
- Instructions: All pre- and post-treatment guidance provided by the Clinic.
- Applicable Law: Australian Consumer Law, Civil Liability Act 2002 (NSW), Privacy Act 1988 (Cth), Health Records and Information Privacy Act 2002 (NSW), and any other relevant law.

3. Treatment Information & Acknowledgement

The Client acknowledges that:

1. The Soprano Titanium laser uses wavelengths 755 nm, 810 nm, and 1064 nm targeting hair follicles at varying depths.
2. Results are not guaranteed; laser treatments reduce but do not necessarily permanently remove hair.
3. Outcomes vary depending on skin type, hair colour, hormones, genetics, treatment area, growth stage, and adherence to Instructions.
4. No express or implied guarantee is made regarding aesthetic or medical results.

4. Medical Disclosure & Contraindications

The Client must disclose all relevant medical history, medications, allergies, prior procedures, implants, tattoos, skin disorders, sun/tanning exposure, or any other condition affecting treatment safety.

Contraindications include, but are not limited to:

- Pregnancy or breastfeeding
- Active malignancy or cancer

- Photosensitive medications
- Uncontrolled diabetes
- Active infection or recent UV exposure
- History of keloids or hypertrophic scarring
- Accutane®/Roaccutane use within 6-12 months
- Steroid or retinoid use
- Chemical peels or prior energy-based device treatment within four weeks

The Clinic may require written medical clearance and may refuse or postpone Treatment if disclosure is incomplete or false. Deposits may be forfeited in such cases.

5. Risks & Complications

The Client acknowledges potential risks including, but not limited to:

- Pain, stinging, or burning
- Redness, swelling, blistering, or crusting
- Bruising, hypo/hyperpigmentation
- Paradoxical hair growth or infection
- Scarring (hypertrophic or keloid)
- Delayed healing, eye injury, hyperhidrosis
- Other unforeseen reactions, some of which may be permanent

The Client voluntarily consents to the Treatment understanding these risks.

6. Pre- and Post-Treatment Obligations

The Client agrees to:

1. Strictly follow all Instructions, including avoiding sun exposure, tanning, swimming, hot tubs, excessive sweating, or prohibited products.
2. Notify the Clinic immediately of any changes in health or medications.

Failure to comply may increase the risk of adverse outcomes. The Clinic accepts no liability for consequences arising from non-compliance.

7. Deposits, Payments, Cancellations & Transfers

1. All deposits are non-refundable unless otherwise stated in writing.
2. Cancellations or reschedules must be made at least 48 hours prior. Late cancellations or no-shows may result in forfeiture of deposits or prepaid treatments.
3. Prepaid Programs are non-transferable without written approval.
4. The Clinic may adjust pricing or scheduling with notice; prepaid packages retain their original value.
5. Promotional offers are limited-time and may not be combined with other offers.

8. Photographic & Marketing Consent

I consent to photos and/or videos being taken of my treatment areas for pre- and post-treatment records. I understand these images are stored securely on an internal server and accessed only by authorised staff.

I also consent to the clinic using my photos for advertising and marketing purposes

9. Representations & Warranties

The Client confirms that all information provided is true, accurate, and complete. The Client accepts full responsibility for disclosing relevant health and cosmetic information and complying with Instructions.

10. Liability Disclaimer & Indemnity

1. Assumption of Risk: The Client voluntarily accepts all inherent and foreseeable risks of Treatment.
2. No Guarantee: The Clinic makes no express or implied warranties regarding Treatment outcomes.
3. Release & Indemnity: The Client releases and indemnifies "the clinic", its directors, employees, agents, and successors from all claims, demands, losses, costs, or actions arising from the Treatment, even if partly caused by negligence.
4. Limitation of Liability: Where liability cannot be excluded, the Clinic's total liability is limited to either re-supply of Treatment or reimbursement of the cost of re-supply.
5. Personal Responsibility: The Client is responsible for providing accurate medical information, following Instructions, and notifying the Clinic of health or medication changes.

11. Intellectual Property & Confidentiality

All materials, documents, and guidance remain the Clinic's property. The Client must not reproduce or distribute without consent and must maintain confidentiality.

12. Governing Law & Dispute Resolution

This Agreement is governed by the laws of New South Wales, Australia. Parties submit to the non-exclusive jurisdiction of NSW courts and agree to attempt good-faith mediation before litigation.

13. Agreement Acknowledgement

By signing or clicking "I Agree," the Client confirms that:

- They have read and understood all terms.
- They accept all risks and assume personal responsibility.
- They release and indemnify "The clinic" to the maximum extent permitted by law.
- Deposits are non-refundable unless otherwise stated.
 - By signing below, I confirm that a consultation and patch test have been completed in accordance with the manufacturer's instructions, and I acknowledge that no adverse reactions occurred following the patch test."
 - Consent applies to all subsequent similar Treatments unless revoked in writing.

Note: Signing the Hair Reduction Medical History and Consultation form is deemed acceptance of these Terms & Conditions.

14. Cancellations & Refund Policy

- Minimum 48 hours' notice required for cancellations or reschedules.
- Late cancellations/no-shows may result in retention of deposit or prepaid treatment.
- Refunds are not provided for change of mind unless required by Australian Consumer Law.
- Full payment is required today, is not covered by medicare and is non refundable. There is no charge for review appointments. Prescription medications required to treat side effects or complications will insure additional costs. I agree the consent applies to all future treatments. I understand Multiple sessions are required to achieve/maintain optimal results. Although results are not guaranteed. I agree to divulge any changes to my medical condition between treatments.

- Prepaid packages have a 12-month expiry. Suspension for medical reasons may be
- granted once per package with supporting documentation.
- Treatments cannot be transferred to other individuals or clinics

Consent & Terms of Service Agreement

By signing or clicking "I Agree," the Client acknowledges that:

- They have read, understood, and voluntarily accepted all terms and conditions.
- They accept all risks associated with the treatment and assume personal responsibility.
- They release and indemnify "the Clinic" to the fullest extent permitted by law.
- Deposits are non-refundable unless otherwise stated in writing.
- A consultation and patch test have been completed in accordance with manufacturer instructions.
- No adverse reactions occurred following the patch test. Consent applies to all subsequent similar treatments unless revoked in writing.

I understand the following: **what the procedure involves today, why the doctor has prescribed this treatment, the range of possible outcomes and side effects, complications, and risks**, including any **risks specific to my medical condition**, if any. I understand that **alternative treatments to improve skin quality have been considered**, and that there is the **option of having no treatment at all**. I accept that I am expected to **follow all aftercare advice and attend my review appointment**, if applicable. I have **read, discussed, and fully understood this consent form** and have had **sufficient opportunity to ask any questions**. I acknowledge that I must **take a copy of this signed consent form and my procedure notes**.

This Comprehensive Laser Hair Removal Consent & Terms of Service Agreement ("Agreement") is a legally binding document between the Client ("You," "Your," "the Client") and Aura Olympus Pty Ltd ("Aura Olympus," "the Clinic," "We," "Us," "Our"). By signing, initialling, submitting, clicking "I Agree," or otherwise acknowledging this Agreement in any form, the Client confirms that they have read, understood, accepted, and agreed to all terms, conditions, risks, responsibilities, warnings, disclosures, acknowledgements, consents, aftercare obligations, contraindications, safety instructions, and legal clauses contained herein. By signing, the Client acknowledges that all terms, conditions, risks, responsibilities, and obligations apply to Aura Olympus Pty Ltd in entirety, including all services, treatments, personnel, and any affiliated agents or contractors. The purpose of this Agreement is to clearly set out the rights, responsibilities, risks, obligations, and consent of the Client in relation to the provision of laser hair removal treatments. By executing this Agreement, the Client voluntarily agrees to assume full personal responsibility for all decisions, risks, and outcomes associated with the treatment, including but not limited to those described in this document. The Client acknowledges that **laser hair removal is a cosmetic procedure intended for hair reduction only** and is not a guaranteed method of permanent hair removal. The Client further acknowledges that **all treatments carry inherent risks**, some of which may be permanent, and agrees to release, indemnify, and hold harmless the Clinic, its directors, officers, employees, agents, and successors from any claims arising from or related to the treatment.