

The Richmond Clinic

Membership Terms & Conditions

Last updated: 1 January 2026

These Terms & Conditions apply to all membership plans offered by **The Richmond Clinic Ltd** ("The Richmond Clinic", "we", "us", "our"). By enrolling in a membership, the member ("you", "the patient") confirms that they have read, understood, and agree to be legally bound by these Terms & Conditions.

1. Membership Overview

- 1.1 Memberships are subscription-based treatment plans designed to provide structured, ongoing aesthetic care over a defined period.
- 1.2 Membership benefits, inclusions, pricing, and treatment frequency are specific to the selected plan and are detailed at the point of purchase.
- 1.3 Memberships are personal, non-transferable, non-assignable, and may only be used by the named member.
- 1.4 Memberships do not represent stored monetary value, credit, or a savings account. Payments provide access to a structured care plan and do not entitle the member to a cash-equivalent value.

2. Eligibility & Medical Suitability

- 2.1 All treatments are subject to an initial and ongoing medical consultation, clinical assessment, and suitability review.
- 2.2 Membership enrolment does not guarantee that treatment will be provided. The Clinic reserves the absolute right to decline, defer, modify, or discontinue treatment where it is deemed clinically inappropriate, unsafe, or contraindicated.
- 2.3 Prescription-only medicines (POMs) require a valid prescription issued by an authorised prescriber following appropriate assessment. Prescriber availability cannot be guaranteed on demand and may affect treatment scheduling.
- 2.4 Members must disclose full and accurate medical information. Failure to do so may result in suspension or termination of membership without refund.

3. Payments & Subscription Terms

3.1 Memberships are paid via monthly direct debit or another agreed recurring payment method.

3.2 By enrolling, you commit to a **minimum membership term of 12 months**, unless otherwise stated at the time of enrolment.

3.3 Missed, failed, or reversed payments may result in immediate suspension of membership and access to treatments.

3.4 All outstanding balances remain payable in full, regardless of treatment usage.

4. Anti-Wrinkle Treatment Qualification Period

4.1 Anti-wrinkle treatments (including Botulinum toxin injections) are subject to a qualifying payment period.

4.2 Members must have successfully completed a minimum of **three (3) consecutive monthly membership payments** before becoming eligible to receive any anti-wrinkle treatment included within a membership plan.

4.3 Membership fees paid during the qualifying period contribute to participation in the membership programme and do not constitute prepayment for a specific treatment, appointment, or prescription.

4.4 Completion of the qualifying period does not guarantee treatment. All anti-wrinkle treatments remain subject to medical consultation, prescriber approval, and ongoing clinical suitability.

5. No Refund Policy

4.1 **All membership payments are strictly non-refundable.**

4.2 This includes, but is not limited to:

- Change of mind
- Unused treatments
- Missed or late-cancelled appointments
- Medical unsuitability identified after enrolment
- Early termination of membership

5. Cooling-Off Period

5.1 Where a membership is purchased online or remotely, a 14-day cooling-off period may apply in accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

5.2 Commencement of any treatment, consultation, or service during this period constitutes an express waiver of the cooling-off right.

6. Treatment Usage & Expiry

6.1 Treatments must be used within the active membership period.

6.2 Treatments do not roll over, accumulate, or carry forward unless explicitly confirmed in writing by The Richmond Clinic.

6.3 Unused treatments are forfeited at expiry or termination of the membership, without compensation.

7. Appointments, Cancellations & Non-Attendance

7.1 All appointments are subject to availability. Membership does not guarantee access to specific dates, times, clinicians, or peak appointment slots.

7.2 Appointments cancelled with less than **48 hours' notice** will be classed as a late cancellation.

7.3 Late cancellations or failure to attend an appointment (DNA) will result in the appointment being deemed used and forfeited.

7.4 No refund, credit, or replacement appointment will be provided for late cancellations or non-attendance.

7.5 Repeated missed appointments may result in suspension or termination of membership at The Richmond Clinic's discretion.

8. Changes to Treatment Plans

8.1 Treatment plans may be adjusted at any time based on clinical judgement, evolving medical evidence, or changes in the member's health.

8.2 The Clinic reserves the right to substitute treatments where clinically necessary, without compensation, providing an appropriate alternative where reasonably possible.

9. Price & Membership Changes

9.1 The Clinic reserves the right to amend membership pricing, inclusions, or structure with reasonable notice.

9.2 Any such changes will not apply retrospectively and will take effect at renewal or after completion of the minimum term.

10. Cancellation by the Member

10.1 Memberships may be cancelled after completion of the minimum term by providing **30 days' written notice**.

10.2 Cancellation requests must be submitted in writing to contact@therichmondclinic.co.uk.

10.3 Membership payments will continue during the notice period.

10.4 No refunds will be issued for any payments already made.

10.5 Early cancellation within the minimum term is not permitted, except in exceptional circumstances at The Richmond Clinic's sole discretion.

10.6 Where early termination is approved, The Richmond Clinic reserves the right to:

- Retain all payments already made; and/or
- Charge for treatments received at standard non-member (pay-as-you-go) rates, less any payments already made.

10.7 Memberships cannot be paused unless clinically indicated or in exceptional circumstances (e.g. pregnancy, military deployment, or medical treatment), subject to written approval. Payments may continue during any approved pause unless otherwise agreed.

11. Cancellation by The Richmond Clinic

11.1 The Clinic reserves the right to suspend or terminate membership with immediate effect where:

- Continued treatment is deemed clinically inappropriate or unsafe
- Payments are missed or repeatedly fail
- There is misconduct, abusive, threatening, or inappropriate behaviour
- Professional boundaries are breached
- Relevant medical information is withheld
- These Terms & Conditions are breached

11.2 Termination by The Richmond Clinic does not entitle the member to a refund.

12. Force Majeure

12.1 The Clinic shall not be liable for failure or delay in providing services due to events beyond its reasonable control, including but not limited to equipment failure, staff illness, regulatory action, fire, flood, or national emergencies.

13. Results & Expectations

13.1 Aesthetic outcomes vary between individuals.

13.2 No guarantee of specific results or longevity of treatment effect is provided.

14. Liability

14.1 Treatments are delivered in accordance with professional standards, manufacturer guidance, and regulatory requirements.

14.2 Liability is limited to the fullest extent permitted by UK law.

14.3 Nothing in these Terms excludes liability for death or personal injury caused by negligence.

15. Data Protection

15.1 Personal data is processed in accordance with UK GDPR and applicable data protection legislation.

15.2 Medical records are retained in line with legal and regulatory requirements.

16. Complaints

16.1 Complaints should be submitted in writing to The Richmond Clinic and will be managed in accordance with The Richmond Clinic's Complaints Policy.

17. Governing Law

17.1 These Terms & Conditions are governed by the laws of England and Wales.

17.2 Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

18. Acceptance

By enrolling, I confirm that:

- I have read and fully understood these Membership Terms & Conditions
- I have had the opportunity to ask questions and seek clarification
- I understand that all membership payments are non-refundable
- I understand that treatments are subject to clinical assessment and may be declined or modified
- I understand that aesthetic results cannot be guaranteed