

Membership Terms & Conditions – Summary

(Vitae Spine & Wellness Centre is referred to in this document as "The Company").

- Membership is a monthly rolling agreement designed for ongoing care and regular follow-up appointments which fall between a 6–8 week frequency.
- The monthly fee is taken automatically via our secure payment provider Stripe (used online for years for payments) and continues until cancelled by either party.
- Membership can be cancelled at any time with one full calendar month's notice given to "The Company".
- Membership fees are non-refundable once collected.
- Membership does not guarantee a fixed number of appointments or unlimited treatments.
- Appointments are booked based on clinical guidance and availability.
- Membership is intended for maintenance and ongoing care, it cannot be used for high-frequency treatments/visits.
- If appointment frequency increases significantly, "The Company" may recommend an alternative payment option as the membership cannot be used in conjunction with other offers/payments unless agreed by "The Company".
- Missed or late-cancelled appointments are subject to the clinic's standard cancellation policy. Appointments cannot be rolled over unless authorised solely by "The Company".
- Membership savings apply only while the membership remains active.
- "The Company" reserves the right to review or withdraw membership in cases of repeated misuse or non-attendance.
- Personal and payment data are handled securely and in line with UK GDPR and data protection legislation.
- Membership details and data are never shared with third parties outside of payment processing and legal requirements.

Our membership is designed to support consistent care and fair pricing, while remaining flexible and transparent for both clients and the clinic.