

## **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.***