

Membership Program

Terms & Conditions

The terms 'you' and 'your' refer to the person/individual signing up to and joining the Membership Program (MP). The terms 'we', 'us', and 'our' refer to Stellar Skin & Body Pty Ltd (the Company).

By joining the MP, you become eligible to receive many discounts and specials that are not publicly and generally available. Some of these are significant and of great value. In return, you will need to make regular weekly payments to maintain access to these discounts and specials. For this reason, Terms & Conditions (T&Cs) apply.

The T&Cs ensure the MP continues to run and remains viable and sustainable for as long as possible. They also help to ensure you know what to expect when joining the MP so that you can make an informed choice.

This is not a legally binding contract.

If you have any questions or concerns whatsoever, please don't hesitate to contact us.

Table of Contents

| | |
|---|-------------------|
| General..... | 2 |
| Joining Fee..... | 2 |
| Subscription..... | 2 |
| Payment Failure..... | 3 |
| Clinic Policies..... | 3 |
| Consultations..... | 3 |
| Cancelling The Membership..... | 4 |
| Buy Now Pay Later Services..... | 4 |
| Discounts & Specials..... | 4 |
| Birthday Discounts..... | 4 |
| Online Bookings..... | 5 |
| Terminations & Alterations..... | 5 |

General

1. The 'Total Minimum Cost' of the membership is \$926.40.
 - 1.1. The 'Total Minimum Cost' consists of 1 payment of \$149 (the Joining Fee) and 26 consecutive weekly payments of \$29.90 (the Subscription Fee).
 - 1.2. Upon submitting the Signup Form, you will be required to pay the Joining Fee plus your first weekly Subscription Fee, collectively totalling \$178.90.
2. By joining the MP, you are doing so of your own free will. You deem the MP to be a reasonable, fair and acceptable option based on your own individual circumstances, wants and needs.
3. The Joining Fee and your weekly Subscription Fees are non-refundable.

Joining Fee

4. The 'Joining Fee':
 - 4.1. Is only converted to credit and redeemable after a 'continuous' 6 months of membership, which includes 26 consecutive weekly payments of \$29.90.
 - 4.2. May be forfeited if you miss a scheduled payment and our attempts to debit the amount fail (pursuant to clause 3.6).

Subscription

5. The 'Subscription Fee':
 - 5.1. Must be paid on time as scheduled.
 - 5.2. Is allocated to your account as credit.
 - 5.2.1. The credit is allocated as credit only when it is received by us. This may take approximately 3-5~ business days.
 - 5.2.2. The credit can be used towards the purchase of any treatments and products we currently offer.
 - 5.2.3. The credit will accumulate over time if not redeemed.
 - 5.2.4. The credit does not expire. It will remain on your account until redeemed.
 - 5.2.5. The credit can not be redeemed against Cosmetic Injectable treatments unless otherwise stated.
 - 5.2.6. The credit can not be transferred to or used by another individual.
 - 5.3. Is due on the same day each week consistent with the day you sign up.
 - 5.3.1. If you sign up on a Monday, payments will be debited every Monday and this can not be changed.
 - 5.3.2. If you require payments to be debited on a Friday, then you must sign up on Friday.
 - 5.4. Can not be put on hold or paused under any circumstances. Memberships run on a continuous basis until the Total Cost is paid in full.
 - 5.5. Will continue to be debited until you inform us otherwise. It does not automatically end after the minimum payments are made.

- 5.5.1. We will attempt to send you a reminder email approximately 5~ months after signing up. You must be subscribed to our mailing list in order to receive this email.

Payment Failure

6. If the Subscription Fee is not received/can not be debited on time as scheduled:
 - 6.1. We will automatically attempt to debit the funds again after 1 day, 3 days, and 5 days.
 - 6.2. You'll be notified via email of the failed debit.
 - 6.3. If payment is unsuccessful on the 3rd attempt (after 5 days), your membership will be cancelled and your Joining Fee will be forfeited.
 - 6.4. When a payment fails, all benefits and discounts cease until payments are up to date and paid in full.

Clinic Policies

7. You agree to our Clinic Policies in full (which includes our Booking Policy). If you do not agree with our Clinic Policies (eg. they are not suitable for you based on your own individual circumstances) we strongly advise against joining the MP.
 - 7.1. Any credit you have on your account will be used to cover the fees associated with Last Minute Cancellations or No-Shows.
 - 7.2. The fees payable will be on the regular/full price of the treatments, not the discounted price offered as part of the MP.
 - 7.3. If you do not have the credit on file to cover these fees, you will need to pay the fees prior to any future bookings being accepted. If you opt not to pay these fees, your membership will be cancelled, and your Joining Fee forfeited.

Consultations

8. We strongly recommend that you book a Skin Consultation prior to joining the MP to help determine safety and suitability of certain skin and laser treatments.
 - 8.1. The safety and suitability of treatments is based on many factors including the information you provide to us including but not limited to medications, previous treatment history, your compliance with the use of home care products and many other factors specific to you.
 - 8.2. While every effort is made to accurately determine treatment safety and suitability for the future, no guarantees are given or implied. What was deemed safe and suitable on the day of your Consultation may not be safe and suitable in the future for many reasons that are outside of and beyond our control.
 - 8.3. Whether a treatment is safe and suitable for you is determined by our clinicians on the day of the treatment.

- 8.3.1. If a treatment can't be performed, an appropriate safe and suitable alternative will be offered.

Cancelling The Membership

9. You may cancel your membership at any time and for any reason – no questions asked.
 - 9.1. If you choose to cancel your membership early (eg. prior to making 26 consecutive payments of \$29.90) your Joining Fee will be forfeited.
 - 9.2. When you cancel your membership, all benefits and discounts cease immediately.
 - 9.3. Cancelling your membership does not forfeit your credit. All credit accumulated remains on file until redeemed.
 - 9.4. You will not be able to join the MP again for a minimum of 6 months from the date you cancel.

Buy Now Pay Later Services

10. You must not use any Buy Now Pay Later (BNPL) services such as Afterpay or Zip, either in part or in full while you have an active membership.
 - 10.1. If you do use a BNPL service, no discounts will apply to the purchase.
 - 10.2. If we determine that a BNPL service has been used, future discounts will not apply until we've recovered any fees and charges we incurred as a result of the BNPL purchase.

Discounts & Specials

11. As a member, you're entitled to various 'Discounts & Specials' across our entire range of treatments and retail products.
 - 11.1. Cosmetic Injectables are excluded from any and all discounts, specials or promotions unless explicitly stated otherwise.
 - 11.2. Discounts & Specials can not be combined with or used in conjunction with one another; or any other discount or special offer currently offered.
 - 11.3. If we publish a discount or special offer that is publicly available, the best value discount or special will be applied automatically.

Birthday Discounts

12. Birthday Discounts are offered conditionally upon the following:
 - 12.1. You enter your 'date of birth' into the sign-up form. It can not be provided at a later date.
 - 12.2. You agree to have your government issued ID (eg. driver's licence) sighted by us to confirm the 'date of birth' entered during sign-up is true and correct.

- 12.3. Double Discounts apply to a 'single transaction' only, on a day of your choosing, during the month of your birthday only.
 - 12.3.1. A 'single transaction' is defined as any combination of treatments booked and received on a single day; combined with any product purchases.
 - 12.3.2. Double Discounts do not apply to any future bookings made.
 - 12.3.3. Double Discounts apply to instock products only.
- 12.4. There are no exceptions or extensions.
- 12.5. You must have an active and current membership at the time of claiming double-discounts.
- 12.6. All weekly payments must be up to date and paid in full at the time of claiming double-discounts.

Online Bookings

13. Online bookings will require a deposit to be paid as normal, regardless of how much credit you have on your account.
 - 13.1. If you do not wish to pay the deposit, you will need to call us or visit the clinic in person in order to use your credit to make a booking.
 - 13.2. We do not accept bookings via text message (eg. email, social media etc).

Terminations & Alterations

14. We may, at our sole discretion, and at any time and for any reason, choose to terminate or make alterations to any aspect of the MP, including but not limited to pricing, subscription fees, benefits, discounts, inclusions and exclusions.
 - 14.1. If we terminate the MP:
 - 14.1.1. Your current membership will continue until the end of the current 6 month period, at which point your membership will be terminated with no option to renew.
 - 14.1.2. You will be notified by email that the MP is being terminated.
 - 14.1.3. Your credit is unaffected and will remain until redeemed in full, however no further discounts or specials will apply.
 - 14.2. If we alter/change the MP:
 - 14.2.1. Your current membership will continue until the end of the current 6 month period. At the end of your current 6 month period, you may move to the new membership offering or cancel your membership. There will be no option to continue your membership under the old/previous membership offerings.
 - 14.2.2. We may give you the option to change to the new membership offering prior to your 6 month period ending, however this is not guaranteed and may require certain conditions to be met and agreed to.