



DERMALINE
AESTHETICS

Skin Club Membership Terms and Conditions

1. INTRODUCTION

These Terms & Conditions ("Terms") govern the Skin Club Membership ("Membership") operated by Dermaline Aesthetics ("the Clinic", "we", "us", "our"). By enrolling in the Membership, you ("Member", "you", "your") agree to be bound by these Terms.

The Membership enables Members to receive exclusive benefits, discounts, and complimentary treatments in accordance with these Terms.

2. GOVERNING LAW

These Terms and any disputes or claims arising out of or in connection with them shall be governed by and construed in accordance with the law of England and Wales. The courts of England and Wales shall have exclusive jurisdiction.

3. MEMBERSHIP ELIGIBILITY

- Membership is available to individuals aged 18 or over
- Membership is personal to the named Member and is non-transferable
- Members must be medically suitable for aesthetic treatments as determined by consultation

4. MEMBERSHIP TIERS & BENEFITS

BRONZE MEMBERSHIP (£100 per month):

- Complimentary 30-minute facial on birthday month
- Access to exclusive monthly offers

SILVER MEMBERSHIP (£150 per month):

- Complimentary 45-minute facial on birthday month
- 5% discount on all skincare products
- 5% discount on all treatments
- Access to exclusive monthly offers

GOLD MEMBERSHIP (£200 per month):

- Complimentary 60-minute facial on birthday month
- 10% discount on all skincare products
- 10% discount on all treatments
- Access to exclusive monthly offers
- Automatic entry to quarterly competitions

5. PAYMENTS & BILLING

- Membership requires a recurring monthly payment via secure card payment
- Payments are collected monthly in advance on the same date each month
- The first payment will be taken on the agreed start date
- All prices are inclusive of VAT where applicable
- Payment amounts may be subject to change with 30 days' written notice
- Card details are processed securely through our payment provider

6. MEMBERSHIP BENEFITS USAGE

- Birthday facials must be booked and taken within the birthday month
- Birthday facials cannot be carried over to subsequent months
- Discounts apply only to full-priced services and products
- Benefits cannot be combined with other offers except exclusive membership monthly offers
- All treatments are subject to availability and booking policies
- Members must attend a consultation before any treatment

7. MINIMUM TERM & COMMITMENT

- Members must sign up for a minimum term of 12 months
- Complimentary birthday facials can only be redeemed after three full months of membership payments
- Early cancellation within the minimum term may result in cancellation fees

8. FAILED PAYMENTS

- If a monthly payment fails, membership benefits will be suspended until payment is successfully processed
- If payments are not resumed within 30 days, the membership may be cancelled
- Failed payment fees may apply as per your card provider's charges

9. CANCELLATION BY MEMBER

- Cancellation requests must be made in writing to info@dermalineaesthetics.co.uk
- 30 days' written notice is required for cancellation
- Cancellations will be processed after the minimum 12-month membership term
- Monthly payments already made are non-refundable unless required by law
- Upon cancellation, unused membership benefits will expire immediately

10. ACCOUNT SUSPENSION & PAUSING

- Members may request to pause their membership in cases of serious illness, pregnancy, or other extenuating circumstances, subject to clinic approval
- Membership pauses must be requested in writing with supporting documentation
- During suspension, no payments will be taken and no benefits will accrue

11. REFERRAL REWARDS

- Referral rewards apply only to new clients who have never been clients of Dermaline Aesthetics
- The referred person must sign up for membership and remain a member for a minimum of three full months
- Complimentary 30-minute facial reward can be redeemed after the referred person has been a member for three full months
- Referral rewards are non-transferable and cannot be applied to future membership payments

12. COMPETITION TERMS (GOLD MEMBERS)

- Gold members are automatically entered into quarterly competitions
- Competitions are drawn at random from active Gold members
- Prize details will be communicated at the time of each competition
- Prizes are non-transferable and have no cash value

13. AMENDMENTS TO MEMBERSHIP TERMS

- The Clinic reserves the right to amend membership pricing, benefits, or these Terms
- Members will receive a minimum of 30 days' written notice of any changes
- Continued membership following amendments constitutes acceptance of new Terms

14. TERMINATION BY THE CLINIC

The Clinic reserves the right to terminate any membership with immediate effect if the Member:

- Breaches any provision of these Terms
- Engages in abusive, threatening, or inappropriate behaviour towards staff or clients
- Misuses membership privileges

- Provides false information during enrollment

In such cases, the Clinic will determine whether any remaining membership benefits may be used or forfeited.

15. TREATMENT POLICIES

- All treatments require a consultation and are subject to medical suitability
- Standard clinic policies apply including cancellation fees for missed appointments
- Members must follow all pre and post-treatment care instructions
- The Clinic reserves the right to refuse treatment if medically contraindicated

16. DATA PROTECTION

- Personal data will be processed in accordance with GDPR and our Privacy Policy
- Marketing communications will only be sent with explicit consent
- Members may withdraw consent for marketing at any time
- Treatment records will be maintained as required by professional standards
- Card details are processed securely and not stored by the clinic

17. LIABILITY

- The Clinic's total liability shall not exceed the total amount paid by the Member
- The Clinic shall not be liable for delays due to circumstances beyond reasonable control
- Members participate in treatments at their own risk following proper consultation
- Professional indemnity insurance is maintained as required

18. GENERAL PROVISIONS

- These Terms constitute the entire agreement between the parties
- If any provision is found invalid, the remainder shall continue in effect
- Failure to enforce any provision does not constitute a waiver
- These Terms may only be modified in writing

19. CONTACT INFORMATION

For all membership enquiries, cancellations, or complaints:

Dermaline Aesthetics

Email: info@dermalineaesthetics.co.uk

Phone: 07890197642

Website: www.dermalineaesthetics.co.uk

20. COMPLAINTS PROCEDURE

If you are dissatisfied with any aspect of your membership:

1. Contact us directly to discuss your concerns
2. We will investigate and respond within 14 days
3. If unresolved, you may contact our professional body or local trading standards

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