

Membership

Terms & Conditions

The terms 'you' and 'your' refer to the person who is signing up to and becoming a Skintellect Member (Member). The terms 'we', 'us', and 'our' refer to Skintellect Solutions Pty Ltd (Skintellect).

As a Member, you are granted access to many benefits (specials and discounts) that are not publicly and generally available. Some of these are significant and of great value. For this reason, Terms & Conditions (T&Cs) apply.

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

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General

1. To become a Member, you must complete an online form located at <https://skintellect.clinic/memberships>
 - 1.1. By completing and submitting this form, you agree to share your personal details with us, including your first name, last name, email address, phone number and postal/physical address. Your month and year of birth are also requested, but optional.
 - 1.2. By completing and submitting this form, you are indicating that you've read, understood and agree to these T&Cs.
 - 1.3. You are completing and submitting this form of your own free will, and by doing so, you are indicating that you deem the Membership to be a fair and reasonable option based on your own individual circumstances, wants and needs.
2. You must be 18 years of age or older to become a Member. If you are not 18 years of age or older, you must not attempt to join.
 - 2.1. If we become aware of an individual under the age of 18 years of age that has an active membership, the membership will be terminated immediately.
 - 2.2. No refunds will be granted, and all benefits will cease immediately.
 - 2.3. You may be refused future bookings.

Joining Fee

3. You must pay a Joining Fee of \$199 inc GST before you will be granted access to the benefits, as outlined below.
 - 3.1. The Joining Fee grants you access to the benefits for a period of 12 months from the date of joining.
 - 3.2. The Joining Fee is non-refundable and non-transferable.
4. The date you become a Member is defined as the date you complete and submit the form located at <https://skintellect.clinic/memberships> and pay the Joining Fee.

Benefits

5. The benefits you receive, pursuant to all conditions, include the following:
 - 5.1. 10% off all treatments and 10% off all retail products**
 - 5.1.1. Medical Aesthetics are excluded from all benefits unless otherwise stated.
 - 5.2. \$50 voucher for New Client Referrals**
 - 5.2.1. The client must be entirely new to us, and never visited us before.
 - 5.2.2. The client must spend a minimum of \$100 at the time of their first appointment with us.
 - 5.2.2.1. This amount can be spent on products or treatments received on the day of their first appointment or;
 - 5.2.2.2. This amount can be allocated to a single future appointment booked on the day of their first appointment.

- 5.2.3. The client must list you as the referrer on the New Client Intake form. This form will be sent to the client before their first appointment with us.
- 5.2.4. If the client cancels last minute or no-shows to their first appointment, no voucher will be issued regardless of the amount spent.

5.3. \$50 voucher for your birthday

- 5.3.1. You must enter your 'date of birth' into the membership sign-up form. It cannot be provided at a later date.
- 5.3.2. You agree to have your government issued ID (e.g. driver's licence) sighted by us to confirm the 'date of birth' entered is true and correct.

5.4. Bonus discounts during promotional periods

- 5.4.1. Additional promotional discounts may be available throughout the year; however, these are not guaranteed. If they do become available, you'll be notified via email. You will need to be subscribed to our mailing list.
- 6. Your benefits cannot be shared with another individual.
 - 7. No benefit can be combined, used in conjunction, or stacked with one another, or with any other discount or special offer.
 - 8. If there is a special, discount or promotion that offers greater value than the one offered to you as a member, then you will automatically receive the offer of greater value.

Membership Codes

- 9. When you become a Member, you will be sent an email with a code that grants you 10% off treatments when booking your appointments online.
 - 9.1. It is not mandatory to enter this code, but it does help us identify you as a Member and ensures you receive the discounts you're entitled to.
 - 9.2. If you do not enter this code when booking online, then the deposit you pay will be based on the regular/full price of the treatment(s). Your discount will be applied in the clinic, upon completion of your appointment.

Clinic Policies

- 10. Failure to comply with our Clinic Policies (<https://skintellect.clinic/clinic-policies/>) may result in your membership being cancelled, and we may refuse to accept any future bookings or purchases from you.
- 11. Last-Minute Cancellation and No Show fees are based on the regular/full price of the treatment(s), not the discounted price you receive as a Member.
- 12. If you do not agree with our Clinic Policies, or they are not suitable for your own individual circumstances (e.g. you're on call, or have a roster that can change frequently etc), it's strongly advised that you don't become a Member.

Treatment & Product Suitability

13. We strongly recommend and encourage you to undergo a Consultation before becoming a Member. This is to help determine the safety and suitability of certain treatments. This is especially important for all skin and laser related treatments.
 - 13.1. If you opt out of undergoing a consultation, and later discover that certain treatments cannot be performed on you due to safety and suitability concerns, no refunds will be granted.
 - 13.2. The safety and suitability of treatments is based on many factors, including the information you provide to us, such as but not limited to medications, previous treatment history, your compliance with the use of home care products and many other factors that may be specific and unique to you.
 - 13.3. While every effort is made to accurately determine treatment safety and suitability, we can not and do not 'guarantee' this indefinitely.

Cancelling or Pausing the Membership

14. There is no option to cancel the membership. Once the Joining Fee has been paid, you will receive access to all benefits for a period of 12 months.
15. The membership automatically ends after 12 months, and you will need to join again if you wish to continue receiving the benefits.
16. There is no option to pause the membership.

Buy Now Pay Later Services

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

Terminations & Alterations

18. 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 membership.
 - 18.1. In such an event, your current membership will continue exactly as is, including all benefits, until its end date (12 months from the date you signed up).
 - 18.2. There may be no option to renew or re-join the membership with your existing benefits once your membership has reached its end date.
 - 18.3. We may give you the option to change/migrate to the new membership benefits before your current end date; however, this is not guaranteed and may require certain conditions to be met and/or agreed to.