

## TERMS AND CONDITIONS

**MEMBERSHIP PAYMENT:** For your convenience, there are no credit checks or finance agreements with our Smooth Memberships. When you subscribe, this will automatically charge your card each month as a reoccurring payment without any upfront fees or deposits. We securely ask for your card details and set up a recurring payment to come out of your account each month, on a date that suits you. You can choose what date you would like the payment to come out of your account and if you ever need to change it, please contact us and we will be happy to help. No deposit is required, your membership will automatically start once your first payment is complete and you can book your first treatment right away!

**MEMBERSHIP TIME FRAME:** Subscriptions to any of our memberships will be for a period of 6-months and set up as a direct debit. This is to ensure we give enough time for the treatments to form noticeable results. If you are happy to continue your subscription, you may sign up for another 6 months or select pay as you go.

**MEMBERSHIP CANCELLATION:** In the instance that you may wish to cancel your membership, we are able to provide a credit note or exchange for an alternative selected service. Upon inception, your membership cannot be cancelled or refunded, regardless of side effects, treatment results, or changes in personal circumstances.

**MEMBERSHIP PAUSE:** if you are planning a holiday, are sick, or experience unforeseen circumstances we can pause your membership and plan outstanding sessions accordingly. Please speak to our member of our friendly team to arrange this.

**BOOKING SYSTEM:** Whilst we will make every effort to meet your request for your specific laser therapist, we are unable to guarantee this option. All laser therapists at The ONE Clinic are highly trained to the same standards and are obligated to follow the same treatment protocols, that is why you can expect equal service levels with each therapist. Please book your treatment in advance to maximise availability opportunities with your preferred therapist.

**TREATMENT DELAY:** This is absolutely fine; we can still sign you up and get your membership scheduled for a month that works best for you. Please liaise with a member of staff to arrange this.

**NO-SHOWS:** The One Clinic kindly asks our Smooth Members for at least 24-hour notice when cancellation or appointment rearrangement is required. Failure to give us 24 hours' notice will result in the loss of the treatment from the prepaid course of treatments. As a helpful reminder, you will receive a courtesy appointment reminder via SMS at least 24 hours prior to your scheduled appointment from THE ONE Clinic. The ONE Clinic will endeavor to ensure that your appointment runs according to arranged time; however, if the appointment must be cancelled from our side, we will make every effort to contact you in advance and reschedule on an alternative date that suits you.

**ARRIVAL FOR TREATMENT:** Please note that you must arrive for your appointment at least 10 minutes in advance so that the necessary paperwork can be completed. If arrival is delayed it is not always possible for us to accommodate your full appointment, which means your appointment time may have to be shortened

or rescheduled. We will always try to accommodate last-minute changes if we can however this is only if the appointment is available for a later time.

NUMBER OF TREATMENT: Please note membership packages vary and are inclusive of different treatments for each package. Treatments will be spaced out according to recommendations by your therapist to ensure safe treatments and after-care.

Don'tFear...

If not sure about a subscription service, we still have pay as you go and courses on individual areas. Please refer to our price lists, available to download, to browse our wide range of services.