

Terms and Conditions

These Terms and Conditions ("Terms") govern the use of our website, booking system, and in-clinic services. By booking an appointment, purchasing products, or using our services, you agree to comply with these Terms.

1. Services and Appointments

- Eternal Radiance Skin + Body provides skin, cosmetic, and beauty treatments as outlined on our website and in clinic.
- All services are subject to availability, and we reserve the right to modify or withdraw services without prior notice.
- Appointments may be booked online, by phone, or in person. Confirmation of your booking will be provided once it is accepted.

2. Cancellations and Rescheduling

- We kindly ask for at least **24 hours' notice** for cancellations or rescheduling.
- Late cancellations or missed appointments may incur a cancellation fee.
- We reserve the right to reschedule or cancel appointments due to staff availability, emergencies, or unforeseen circumstances.

3. Payments

- All prices are in Australian Dollars (AUD) and inclusive of GST unless otherwise stated.
- Payment is required at the time of treatment or product purchase, unless otherwise arranged.
- Deposits may be required for certain treatments or bookings. These are non-refundable if you cancel outside the required notice period.

4. Health and Treatment Suitability

- By booking a treatment, you confirm that you have disclosed all relevant health information, including medical conditions, allergies, or medications that may affect your treatment.
- Our therapists and clinicians reserve the right to decline or adjust treatments if they believe it is unsafe or unsuitable.
- Results of treatments may vary depending on individual circumstances. No outcome can be guaranteed.

5. Products and Aftercare

- We use cruelty-free products and provide aftercare advice to support your results.

- It is your responsibility to follow aftercare instructions provided by our team. We are not liable for adverse results if instructions are not followed.

6. Liability

- To the maximum extent permitted by law, Eternal Radiance Skin + Body is not liable for any loss, injury, or damages arising from the use of our services, except where caused by negligence.
- Our liability is limited to resupplying the service or refunding the cost of the service in question.

7. Intellectual Property

- All content on our website, including text, images, and branding, is owned by or licensed to Eternal Radiance Skin + Body.
- You may not copy, reproduce, or distribute our materials without prior written consent.

8. Website Use

- Information on our website is provided in good faith for general purposes only. We make no guarantees about accuracy, availability, or suitability.
- We may update, remove, or change website content at any time without notice.

9. Changes to Terms

We may update these Terms from time to time. The updated version will apply from the date it is published on our website.

10. Governing Law

These Terms are governed by the laws of Victoria, Australia. Any disputes will be subject to the exclusive jurisdiction of the courts of Victoria.