

That Skin Clinic – Program Terms & Conditions

1. Program Structure

Our skin programs are structured treatment plans delivered over **3, 6, or 12 months**, designed to support skin health, correction, and rejuvenation through a combination of in-clinic treatments, LED therapy, and professional skin coaching.

Programs are personalised and may include facials, skin needling, LED light therapy, peels, and supportive treatments as deemed appropriate following consultation.

2. Payment & Commitment

Programs are prepaid in full or via an agreed payment plan. By purchasing a program, clients commit to the full duration. Payments are non-refundable once commenced, except where required under Australian Consumer Law.

3. Results Disclaimer

Individual results vary depending on skin condition, compliance, lifestyle, and home-care use. No specific outcomes are guaranteed. Treatments are cosmetic and skin-health focused only; we do not diagnose medical conditions.

4. Appointments & Scheduling

Clients are responsible for booking appointments within the program timeframe. Treatments must be spaced appropriately to ensure skin safety and optimal outcomes.

5. Missed Appointments & Cancellations

A minimum of **48 hours' notice** is required to reschedule appointments. Late cancellations or no-shows may result in the treatment being forfeited.

6. Program Pauses

Programs may be paused in limited circumstances such as medical reasons (with supporting documentation) or unforeseen events, at clinic discretion. Requests must be submitted in writing. Extensions are not guaranteed.

7. Treatment Adjustments

If a treatment becomes unsuitable due to skin response or contraindications, the clinic may substitute with a clinically appropriate alternative of equal value. Substitutions are not redeemable for cash or refunds.

8. Home Care & Compliance

Home-care adherence is essential for optimal results. Reduced outcomes due to non-compliance are the responsibility of the client.

9. Expiry

3-month programs: must be completed within 4 months

6-month programs: must be completed within 8 months

12-month programs: must be completed within 14 months

Unused treatments after expiry are forfeited unless otherwise approved in writing.

10. Transfers

Programs are non-transferable and may not be shared between individuals.

11. Refund Policy

Change-of-mind refunds are not provided. Refunds are only applicable where required under Australian Consumer Law. Any approved refund will be calculated based on treatments already used at full individual price, administrative costs, and discounts applied.

12. Acceptance of Terms

By purchasing a program, clients acknowledge they have read, understood, and agreed to these Terms & Conditions.