



Anti-Wrinkle Club Terms & Conditions

Welcome

Welcome to the Elements Medical Anti-Wrinkle Club. By joining, you agree to the following terms and conditions. Please take a moment to read them carefully so you understand how your plan works before completing your purchase.

1. Definitions

In this agreement, "Membership" refers to your Elements Medical Anti-Wrinkle Club plan. "We", "Us", or "The Clinic" means Elements Medical, and "You" or "The Member" means the person named on the membership agreement.

2. Membership Commencement and Term

Your membership starts on the date your first payment is received and continues indefinitely until terminated by either party.

3. Minimum Term of Agreement

Your membership runs for a minimum of 12 months. This means you agree to make monthly payments for 12 consecutive months before being able to cancel without additional charges.

4. Payments

Payments will be collected each month on the same date as your initial purchase. If you prefer a different date, please let us know and we'll adjust it.

Please ensure sufficient funds are available on your payment date. If a payment is missed, your membership will be paused until the balance is cleared.

5. Membership Payment Credit

Each monthly payment is added as credit to your Elements Medical account. This credit can be used towards the anti-wrinkle treatment included in your plan. Credit cannot be withdrawn as cash, transferred, or refunded after the 14-day cooling-off period unless required by law. Credit does not expire and remains available for future treatments.

6. Additional Membership Benefits

Members will enjoy access to exclusive benefits, rewards, and promotional offers throughout their membership term. These may include preferential pricing, early access to new treatments, or special member-only events, as determined by the clinic.

If the membership is cancelled before completing the 12-month term, the value of any benefits or promotions already received may become payable at the clinic's standard list price.

Please note: Your 10% discount on selected treatments refers to the following

- Lip Enhancement
- Dermal Fillers
- Sculptra
- PRF Skin
- PRF Hair
- Microneedling
- Radio Frequency Microneedling
- LaseMD Skin Resurfacing
- NEOGEN Plasma
- CO2 Laser Skin Resurfacing

Membership discounts for the treatments listed above, applies to single treatments at our standard full prices only. It cannot be applied to any the following;

- Courses of treatments
- When any other discount or offer already applies on the treatment you require

7. Suitability for Treatment

All treatments are subject to medical suitability, as determined following a face-to-face consultation and prescription by one of our registered prescribers.

8. Payment of Treatments

You must have sufficient credit on your account to cover the full cost of your anti-wrinkle treatment. If your credit balance is lower than the treatment price, the difference must be paid at your appointment.

9. Appointment Booking

It is your responsibility to book your appointments within your membership term. We will always do our best to accommodate your preferred times, but please note that specific dates and times cannot be guaranteed.

10. Appointment Cancellations and Missed Appointments

Our standard cancellation policy applies. A cancellation fee will be charged for any late cancellations or missed appointments. To cancel or rearrange, don't hesitate to get in touch with reception on 01302 34 34 32 or email reception@elements.org.uk. Please see here

<https://elements.org.uk/cancellation-policy>

11. Cancellation of Membership and Money-Back Guarantee

In line with the Consumer Contracts Regulations 2013, you may cancel within 14 days (Cooling Off Period) of joining the membership plan for a full refund of any payments made. After 14 days, payments are non-refundable and will remain as credit on your account to use towards treatments. After the initial "cooling off period", you are committed to the full 12-month membership term.

12. Ending Your Membership

You can cancel your membership at any time by giving one month's written notice to reception@elements.org.uk. However, if cancellation occurs before the 12-month term is completed, you will be responsible for any outstanding balance and the value of any promotional benefits received, including any complimentary treatments.

13. Freezing Your Membership

Memberships may be paused for valid medical reasons, such as pregnancy or illness, at the clinic's discretion. Requests must be made in writing with supporting evidence if required. During a freeze period, payments are suspended, and benefits are placed on hold. Memberships cannot be transferred to another person.

14. Clinic Rights

We reserve the right to amend or withdraw the membership scheme with one month's notice. Any unused credit will remain available for use at the clinic. We also reserve the right to suspend or terminate a membership without refund in cases of misuse, repeated late cancellations, or behaviour deemed inappropriate towards staff or other patients.

15. Payment Issues

If a payment is missed or fails, your membership will be paused until payment is received. You are responsible for any charges arising from failed or missed payments.

16. Communication

All communication about your membership, including cancellations, must be made in writing by email to reception@elements.org.uk. Notice is considered received on the date the clinic acknowledges your email.

17. Data Protection

Your personal data is handled in accordance with our Privacy Policy and GDPR requirements. Copies are available on request or on our website.

18. Liability

The clinic will not be liable for any indirect or consequential loss arising from the use of the membership or treatments, except where required by law.

19. Governing Law

The laws of England and Wales govern this agreement.