



Membership Terms & Conditions

Membership Agreement for Coco Beauty Clinic Ltd.

1. Membership Overview

This agreement outlines the terms for members subscribing to the SkinAlchemy, SkinAlchemy Plus and SkinAlchemy Prestige at Coco Beauty Clinic. By purchasing this membership, you agree to the following terms.

2. Membership Benefits

Members will receive:

SkinAlchemy: 12 bespoke skin treatments including microneedling, 6 free LED light add on's, 3 free skin reviews using skin analyser, -10% on additional treatments booked, -10% on retail products, welcome pack, priority booking

SkinAlchemy Plus: 12 bespoke skin treatments including microneedling and fractional RF, 9 free LED light add on's, 4 free skin reviews using skin analyser, -10% on additional treatments booked, -10% on retail products, welcome pack, priority booking, birthday gift sent to your door

SkinAlchemy Prestige: 12 bespoke skin treatments including microneedling, fractional RF and 2x skin booster like Prohilo, 12 free LED light add on's, 4 free skin reviews using skin analyser, -10% on additional treatments booked, -10% on retail products, welcome pack, skin care box sent every quarter, birthday gift sent to your door, priority booking on Saturday and after 6pm

- treatments must be redeemed within the billing cycle, A treatment may be rescheduled only once during the membership period. Canceled treatments cannot be rescheduled to a different month or transferred to another person and will be deducted from the allotted 12 treatments.

3. Membership Fees & Payments

- Membership fee: SkinAlchemy £127 per month, SkinAlchemy Plus £ 167 per month, SkinAlchemy Prestige £ 197 per month.
- Payments are processed automatically via **Fresha Direct Debit payment**
- Memberships are non-refundable and non-transferable

4. Cancellation & Refund Policy

Members can cancel **with 30 days of notice**. Clients may cancel their membership by providing a 30-day notice, which must be given on the 1st of the month. The notice period will run for the entire month, during which the client will be charged as usual. Membership will officially end at the conclusion of that month. Mid-month cancellations are not permitted, meaning clients cannot give notice on, for example, the 15th and only be charged for part of the month.

- If payments fail, access will be revoked after **7 days**.
- No refunds are given for unused benefits

5. Membership Duration & Renewal

- Memberships are 12 months commitment
- Renewal is automatic unless cancelled **30 days before the next billing cycle**

6. Appointment Booking & Cancellations

- Members must book in advance for guaranteed slots
- Missed appointments without **48 hours' notice** will count as redeemed

7. Code of Conduct

- Members must adhere to salon policies, respect staff, and follow cancellation terms

8. Changes to Membership

- Coco Beauty Clinic Ltd reserves the right to modify pricing, benefits, or terms with **30 days' notice**

By signing up, you acknowledge and agree to these terms.

Signed:

Date: