

Membership Terms

Club Terms v1.0 · 5 October 2026

The short version

- Your membership runs for a minimum of 3 months, then month to month. After that you can end it with 30 days' notice.
- Your monthly price is fixed for 12 months at a time.
- If you leave within your first 12 months, the treatments you've had are re-priced at our standard prices, less everything you've paid. You'll always be told the figure and agree it before anything is taken.
- Miss a visit and it rolls over for up to two months. You can pause once a year.
- Treatments are always subject to clinical assessment, and prescription treatments to a prescription.

1 Who we are and what these terms cover

The Smile Aesthetics Club ("the Club") is run by Fabulous Smiles Ltd, trading as Smile Aesthetics by Jamie, The Maltings, East Tyndall Street, Cardiff CF24 5EA, VAT number 507218215 ("we", "us", "the clinic"). These terms are the agreement between us and you, the member, for your Club membership. They apply from the day you join and to every renewal. They don't replace our general treatment terms, consent forms or aftercare advice, which still apply to every treatment.

2 Your plan

Your plan is the one you chose when you joined (for example Reset, Refine, Reserve or an Anti-Wrinkle Plan, with the rhythm and options you selected). What each plan includes, how many visits it carries in a membership year, and its monthly price are set out on the plan description you were shown when you joined and in your Membership Agreement. A membership year runs for 12 months from your join date.

Your plan is personal to you. It can't be shared, transferred or used for anyone else, and included treatments have no cash value and can't be exchanged for other treatments, products or refunds except as these terms allow.

3 Payments

1. Your membership is paid monthly in advance by card through Stripe, on the same day each month as you joined. The first payment is taken on the day you join and covers your first month. Prices include VAT where it applies.
2. If you join in clinic on a day you receive a treatment that's included in your plan, that treatment counts as your first month's treatment.
3. If a payment fails, we'll let you know and retry it. If it's still unpaid after our retries, your membership is suspended (no included treatments and no member discounts) until it's brought up to date. If it's unpaid for 30 days we may end your membership under clause 6, and clause 5 applies.
4. You can pay a year in advance at a 5% discount. Annual payments are non-refundable except as clause 7 or the law requires.
5. Your monthly price is fixed for each 12-month membership year. We'll tell you at least 30 days before a membership year ends if the price for your next year is changing, and you can end your membership under clause 6 before the new price starts.

4 Minimum term and notice

1. Your membership has a minimum term of 3 months from your join date. After that it continues month to month until either of us ends it.
2. You can end your membership at any time after the minimum term by giving us 30 days' notice in writing (email, text or a message through the member portal is fine). Your membership, your payments and your included treatments continue during the notice period, and your last payment is the one that falls within it.
3. We'll send you a reminder before each 12-month membership year ends, so you always know when a renewal is coming and how to cancel if you'd like to.

5 Leaving in your first 12 months: the early-leaving adjustment

Member prices are lower than our standard prices because a plan is designed as a year of care. So if your membership ends for any reason before the end of

your first membership year (including under clause 4, clause 6 or because of unpaid payments), the treatments you've actually received as part of your plan are re-priced at our standard prices on the day you joined, and everything you've paid in membership fees is taken off that total. If the result is more than zero, that's the amount you owe us. If it's zero or less, you owe nothing and we don't refund the difference.

1. Only treatments you've received count. Included treatments you haven't used, skin scans, gifts and discounts on other purchases aren't counted.
2. We'll send you the calculation in writing and agree it with you before any amount is taken. Once agreed, it's charged to the card on file or paid by another method within 14 days.
3. The adjustment doesn't apply if we end your membership under clause 6(3) for reasons that aren't your fault, or if you end it under clause 3(5) because of a price change.

6 How a membership ends

1. By you, under clause 4.
2. By us, on 30 days' notice, if you break these terms (for example repeated missed appointments, abusive behaviour towards our team, or a payment that stays unpaid for 30 days).
3. By us, on 30 days' notice, if we're no longer able to provide your plan (for example a practitioner leaves, a product is withdrawn, or the clinic closes). In that case we'll refund any payment for a period you haven't had, and clause 5 doesn't apply.
4. By either of us straight away if a treatment in your plan is no longer clinically suitable for you and we can't agree a replacement (clause 9).

7 Your right to cancel if you joined online or at home

If you joined online, by phone, or anywhere other than in the clinic, you have 14 days from the day you joined to cancel for any reason. Tell us in writing within those 14 days and we'll refund what you've paid, less a fair amount for any treatment or product you've received in that time at our standard price. This right doesn't apply to memberships taken out in clinic face to face.

8 Visits, rollover, pauses and missed appointments

1. Your plan's visits are meant to be used in the rhythm you chose (monthly, every six weeks, or with your anti-wrinkle appointments). Please book ahead; members have first access to cancellations and to held evening and weekend slots.
2. If you can't use a visit in its period, it rolls over for up to two further periods (for example a missed monthly visit can be used within the next two months). After that it lapses. Rolled-over visits have no cash value and are lost when your membership ends.
3. You can pause your membership once in each membership year for one calendar month. No payment is taken for the paused month, no included treatments are available during it, and your membership year is extended by a month. Ask us in writing at least 7 days before your next payment date.
4. If you're unable to have treatment for medical reasons (including pregnancy or breastfeeding), we'll freeze your membership for as long as needed at no charge. This doesn't count as your annual pause.
5. If you miss an appointment or cancel with less than 48 hours' notice, that visit counts as used, unless we're able to refill the slot or the reason is a genuine emergency, which we'll always treat with common sense.

9 Clinical care comes first

1. Every treatment is subject to a consultation and our clinical judgement on the day. We may change, postpone or decline a treatment if we don't think it's right for you. Where we can, we'll offer a suitable alternative of similar value within your plan.
2. Prescription-only treatments, including anti-wrinkle injections, are only ever provided after a face-to-face consultation with an appropriate prescriber and a prescription being issued. Membership doesn't guarantee that any prescription treatment will be prescribed, and no prescription treatment is ever sold in advance: your membership payment for those visits is for the consultation and treatment as prescribed.
3. You agree to give us accurate medical information, tell us about any changes, and follow the aftercare we give you.
4. Complimentary items (such as a refinement area, a seasonal add-on or a gift) are provided at our discretion and can be substituted.

10 Changing your plan

You can move to a different plan or rhythm at any monthly payment date. Ask us in clinic or in writing at least 7 days before that date. Your new price starts from that payment, your visits are adjusted to the new plan from that date, and your minimum term and membership year carry on as before. Moving to a plan with a lower price inside your first 12 months doesn't trigger clause 5 on its own, but clause 5 still applies if you later leave in your first year, using the prices of the plans you were actually on.

11 Member discounts, gifts and referrals

1. Member discounts (for example 10% off skincare or other treatments, or 15% for Reserve members) apply to our standard prices only, on purchases made while your membership is active and up to date. They can't be combined with any other offer, discount, voucher or plan, and don't apply to gift vouchers, third-party products or services, or to treatments already included in a plan.
2. Joining gifts (for example a skincare product for founding members) are given once, in clinic, while stocks last, and have no cash value.
3. Legacy or founder rates are personal to the member they were given to, apply only while that membership continues without a break, and end if the membership ends or lapses.
4. Referrals: when someone you've referred joins the Club, names you at sign-up and completes their first month, your next monthly payment is waived. One free month per new member referred, no cash alternative, and we may end the referral scheme for future referrals at any time on notice.

12 Prices and changes to your plan's contents

Standard (pay-as-you-go) prices may change during your membership. That doesn't change your fixed monthly price during a membership year, but it does change the standard prices used for member discounts and, if you leave in your first year, the standard prices used in clause 5 are those on the day you joined. If we need to change what a plan includes during a membership year (for example a product is discontinued), we'll offer an alternative of at least equal value, or the option to end your membership under clause 6(3).

13 Our responsibility to you

We'll provide your treatments with reasonable care and skill, by appropriately trained and insured practitioners. Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else the law doesn't allow us to limit. Beyond that, we're not responsible for losses that weren't a foreseeable result of our breaking these terms, or for any business losses.

14 Your information

We hold your membership, contact and payment details on our practice systems (GoHighLevel and Stripe) and your clinical records on our clinical system, in line with our privacy notice, which is available at the clinic and on our website. We'll use your details to run your membership, send you appointment reminders and membership messages, and, if you've agreed, to tell you about member offers. You can change your marketing choices at any time.

15 Changes to these terms

These terms are version-numbered and dated. If we change them, we'll give you at least 30 days' notice in writing and ask you to accept the new version at your next renewal. The version you accepted when you joined applies until then. Every version is kept and available on request. If a change is to your significant disadvantage and you don't wish to accept it, you can end your membership before it takes effect without any early-leaving adjustment.

16 Problems and complaints

If anything isn't right, tell us straight away and we'll do our best to sort it. Our complaints process is available at the clinic and on our website. These terms are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction, though nothing stops you bringing a claim in your local court if you live elsewhere in the UK. Your statutory rights as a consumer aren't affected by anything in these terms.

17 Accepting these terms

You accept these terms when you tick the acceptance box and sign at sign-up, and again when you sign your Membership Agreement, which records your name, plan, price, start date and the version of the terms you've accepted. Your

Membership Agreement and these terms together form the whole agreement between us for your membership.

Membership Agreement (completed at sign-up)

Member name _____ Email _____

Plan and rhythm _____ Monthly price, fixed for 12 months _____

Start date _____ Terms version: Club Terms v1.0, 5 October 2026 _____

Please initial: **clause 4** (minimum term and notice) _____ and **clause 5** (early-leaving adjustment) _____

Member signature _____ Date _____

Fabulous Smiles Ltd trading as Smile Aesthetics by Jamie · The Maltings, East Tyndall Street, Cardiff CF24 5EA · VAT 507218215. Club Terms v1.0, 5 October 2026.