

# Skinlove Society

## Membership Terms & Conditions

### 1. About Skinlove Society

1. Skinlove Society (“the Membership”) is a recurring skin-treatment membership offered by Facelove Pty Ltd trading as Facelove Medispa (“Facelove”, “we”, “us”), located at G04/173 Barkly Street, St Kilda VIC 3182.
2. The Membership is available in three tiers — Gold, Platinum and Diamond — as summarised below. Each tier is described in full in these Terms & Conditions (“Terms”), which apply to every member (“you”, “member”) from the date of enrolment.
3. By enrolling in Skinlove Society, whether in person, by phone or online, you agree to be bound by these Terms.

### Membership Comparison

| Inclusion                           | Gold                                                                                                        | Platinum                                       | Diamond                                        |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------------------------------------------|
| Monthly treatment                   | 1 x Signature Skin Treatment (peel or microhydrabrasion, practitioner-selected on assessment) — value \$120 | 1 x Premium Skin Treatment + LED — value \$175 | 1 x Premium Skin Treatment + LED — value \$175 |
| Quarterly skin review               | —                                                                                                           | Included                                       | Included                                       |
| Discount on other dermal therapies* | 15%                                                                                                         | 20%                                            | 25%                                            |
| Skincare purchases (in-clinic)†     | 10%                                                                                                         | 10%                                            | 10%                                            |
| Facelove Skin serum (quarterly)     | —                                                                                                           | 1 x serum per quarter — value \$145            | 1 x serum per quarter — value \$145            |
| Annual bonus treatment              | —                                                                                                           | —                                              | Included                                       |

*\*Discount applies to dermal therapies only. Injectable treatments (including anti-wrinkle injections, dermal fillers and any other treatment administered by injection) are never included or discounted under any Skinlove Society tier — see Clause 6.*

*†10% discount applies to full-priced Facelove Skin product purchases made in-clinic, across all membership tiers — see Clause 6.*

### 2. Definitions

4. “Dermal Therapies” means non-injected skin and body treatments offered by Facelove, including but not limited to peels, microhydrabrasion, LED light therapy, IPL, laser hair removal, CO2 fractional laser, micro-needle fractional RF, Dermapen CIT, and topically-applied or

externally-administered exosome treatments. Dermal Therapies are defined by their non-injected method of delivery, so that any new treatment added to the Facelove menu is automatically included or excluded on that basis without these Terms needing to be reissued.

5. “Injectable Treatments” means any treatment administered by injection, including anti-wrinkle injections, dermal fillers, injected exosome or bio-stimulator treatments, and injected Rejuran or similar skin-booster treatments, regardless of how the treatment is marketed or named. Injectable Treatments are never included in, or discounted under, any Skinlove Society tier.
6. “Membership Cycle” means each recurring monthly period of your Membership, running from your original enrolment date (or another billing date agreed with Facelove in writing).
7. “Tier Inclusion” means the treatment, product or perk allocated to your tier for a given Membership Cycle, as set out in the comparison table above.

### 3. Membership Fees & Billing

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8. Membership fees are billed monthly in advance by direct debit or recurring card payment, on the same date each month as your original enrolment date.
9. There is no minimum term. Skinlove Society operates on a rolling month-to-month basis, in the same way a gym membership does — you may cancel at any time in accordance with Clause 9
10. Facelove may vary Membership fees from time to time. We will give you at least 30 days’ written notice (by email or SMS to your details on file) before any fee change takes effect. Continuing your Membership after that date constitutes acceptance of the new fee.
11. If a scheduled payment fails, we will attempt to notify you and may retry the payment. Access to Tier Inclusions and discounts may be suspended until payment is received. Membership may be cancelled by Facelove after two consecutive failed payments.
12. Fees are quoted inclusive of GST where applicable.

### 4. No Carry-Forward or Accumulation of Inclusions

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13. Skinlove Society inclusions operate on a use-it-or-lose-it basis, consistent with a standard gym-style membership. Each Membership Cycle carries its own Tier Inclusion(s) only.
14. If you do not book, attend, or redeem your monthly treatment, quarterly skin review, quarterly product perk, or (for Diamond members) annual bonus treatment within the applicable Membership Cycle, that inclusion is forfeited. It does not roll over, accumulate, bank, or entitle you to a refund, credit, or “catch-up” redemption in a later cycle.
15. This applies equally where a missed redemption results from a cancelled appointment, non-attendance, temporary suspension of the clinic’s services, or any other reason, except where Facelove agrees to a Membership pause under Clause 10.

### 5. Booking & Redemption of Inclusions

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16. All Tier Inclusions must be booked in advance via Facelove’s booking platform (Fresha) or by contacting the clinic directly, and are subject to appointment availability.

17. Where a tier inclusion specifies a category of treatment (for example, the Gold tier's choice of peel or microhydrabrasion, or the Platinum/Diamond Premium Skin Treatment), the specific treatment provided within that category will be selected by your treating practitioner based on a professional skin assessment at the time of your appointment. Members do not have an unrestricted right to select any specific service within the value of their inclusion.
18. Tier Inclusions have no cash value, cannot be redeemed for cash, exchanged for a different treatment or product outside the applicable category, or split across multiple visits within the same Membership Cycle.
19. Cancellations and rescheduling of Skinlove Society appointments are subject to Facelove's standard clinic cancellation policy

## 6. Discounts on Dermal Therapies & Skincare Purchases

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20. In addition to your monthly Tier Inclusion, members receive a discount off the standard price of other Dermal Therapies booked during an active Membership: 15% for Gold, 20% for Platinum, and 25% for Diamond.
21. The discount applies only to Dermal Therapies as defined in Clause 2. It does not apply to, and cannot be used toward, any Injectable Treatment under any circumstance, regardless of tier.
22. The discount applies at the time of service to the listed price of the treatment and cannot be combined with any other discount, promotion, package, or offer unless Facelove expressly states otherwise in writing.
23. The discount is available only while your Membership is active and your account is in good standing (see Clause 3.4).

### Skincare Product Discount

24. In addition to the dermal therapy discount above, members at every tier receive a 10% discount on Facelove Skin skincare products purchased in-clinic.
25. This discount applies to full-priced Facelove Skin product purchases only, is available while your Membership is active and your account is in good standing, and cannot be combined with any other discount, promotion, or product offer.

## 7. Quarterly Skin Review (Platinum & Diamond)

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26. Platinum and Diamond members receive a complimentary quarterly skin review with a Facelove practitioner, to assess skin condition and progress and to guide treatment and product selection.
27. The quarterly skin review is a consultation and does not itself include a treatment, unless combined with a scheduled Tier Inclusion appointment.
28. As with all Tier Inclusions, an unredeemed quarterly skin review does not carry forward to the following quarter.

## 8. Facelove Skin Product Perk (Platinum & Diamond)

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29. Platinum and Diamond members receive one Facelove Skin skincare serum per quarter (value \$145), selected by your practitioner based on your current skin assessment and suitability.
30. This perk is provided at Facelove's discretion based on product availability. Where a specific serum is unavailable, Facelove may substitute a product of equivalent value.
31. The serum perk is personal to the member, cannot be transferred, redeemed for cash, or exchanged for an alternative product line, and does not carry forward if unclaimed within the applicable quarter.

## 9. Annual Bonus Treatment (Diamond Only)

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32. Diamond members receive one additional bonus treatment per 12-month membership period, over and above their monthly and quarterly inclusions. The specific treatment is selected by your practitioner based on your annual skin assessment and clinical suitability.
33. The annual bonus treatment must be booked and redeemed within the applicable 12-month period and does not carry forward if unused.

## 10. Pausing Your Membership

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34. Members may request to pause (freeze) their Membership for medical, travel, or other genuine reasons, for up to two months in any 12-month period, by providing at least 7 days' written notice to Facelove before the next billing date [Confirm: freeze allowance and notice period].
35. No fees are charged, and no Tier Inclusions accrue, during an approved pause. Pauses cannot be applied retrospectively to a Membership Cycle that has already been billed.

## 11. Cancelling Your Membership

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36. As there is no minimum term, you may cancel your Membership at any time by providing at least 14 days' written notice before your next billing date, by contacting the clinic directly or via your booking platform account [Confirm: notice period and cancellation channel].
37. Cancellation takes effect at the end of the Membership Cycle already paid for. Any Tier Inclusion not redeemed by that date is forfeited in line with Clause 4, and no refund is provided for the unused portion of a billing cycle.
38. Facelove may cancel or suspend a Membership immediately in cases of non-payment (see Clause 3.4), misuse of Membership benefits, or a breach of these Terms.

## 12. Upgrades, Downgrades & Transfers

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39. Members may request to upgrade or downgrade their tier at any time, effective from the next Membership Cycle. Downgrades do not entitle the member to any refund or retrospective credit for the higher tier already paid.
40. Skinlove Society membership is personal to the individual member and is non-transferable. Tier Inclusions and discounts cannot be used by, gifted to, or shared with another person.

## 13. Eligibility & Clinical Suitability

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41. All Skinlove Society treatments remain subject to an individual clinical assessment by a Facelove practitioner at the time of each appointment. Facelove reserves the right to decline, modify, or substitute a treatment where it is not clinically appropriate for you, including due to skin condition, medical history, pregnancy or breastfeeding, or other contraindications.
42. Membership does not guarantee a specific treatment outcome. Results vary between individuals and depend on factors including skin type, condition, and adherence to practitioner advice.
43. Members must disclose relevant medical history and any change in health status to their practitioner prior to each treatment.

## 14. Exclusion of Injectable Treatments

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44. For the avoidance of doubt: no Skinlove Society tier includes, discounts, or otherwise provides any commercial incentive toward Injectable Treatments (including anti-wrinkle injections, dermal fillers, or injected skin-booster or bio-stimulator products). This exclusion applies regardless of how a treatment is named or marketed, and cannot be varied by an individual practitioner or staff member.
45. This exclusion reflects Facelove's commitment to ensuring commercial arrangements never influence, or appear to influence, clinical decision-making around scheduled or restricted treatments.

## 15. General

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46. Nothing in these Terms limits any right or remedy you have under the Australian Consumer Law, including the consumer guarantees that services will be provided with due care and skill. These Terms do not exclude, restrict, or modify any such rights.
47. Facelove may update these Terms from time to time. Members will be given at least 30 days' notice of any material change, and continued Membership after that date constitutes acceptance of the updated Terms.
48. Personal information collected in connection with your Membership is handled in accordance with Facelove's Privacy Policy, available on request or at [facelove.com.au](https://facelove.com.au).
49. These Terms are governed by the laws of Victoria, Australia.

## Questions

For any questions about your Skinlove Society membership, please contact the Facelove Medispa team at G04/173 Barkly Street, St Kilda VIC 3182, or via [facelove.com.au](https://facelove.com.au).