



The Skin Consistency Method Terms & Conditions

These Terms & Conditions form the agreement between you and **The Beauty Bistro Ltd** for participation in **The Skin Consistency Method**. Please read them carefully.

1. The Skin Consistency Method

The Skin Consistency Method is an ongoing professional skin management programme designed to provide regular skin reviews, individually tailored treatments and personalised home skincare recommendations to support your long-term skin health.

2. Monthly Payments

The monthly programme fee relates to your continued participation in The Skin Consistency Method and is not solely a payment for an individual monthly treatment.

Your monthly programme fee is payable by **Direct Debit via GoCardless**.

Following your enrolment, you will be asked to complete a secure GoCardless Direct Debit mandate. This authorises the collection of your monthly programme fee on the **1st of each calendar month**, unless otherwise agreed by The Beauty Bistro.

It is your responsibility to ensure that your bank account details remain accurate and that sufficient funds are available on the collection date.

If a monthly programme payment is not successfully collected by the due date, your programme benefits, including appointments and your professional skincare pricing, may be suspended until the outstanding payment has been received.

3. Minimum Commitment and Cancellation

The Skin Consistency Method is subject to a minimum commitment of **four (4) consecutive months**.

If you choose to cancel your participation before the end of the initial four-month minimum term, you remain responsible for paying all programme fees due until the end of the four-

month minimum term. Monthly appointments and programme benefits will only be provided once the relevant monthly programme payment has been received.

Following completion of the initial four-month minimum term, The Skin Consistency Method will continue on a rolling monthly basis until terminated by either party.

You may cancel your participation at any time after the initial minimum term by providing **not less than 30 days' written notice**.

Monthly programme payments will continue during the notice period, and you will remain entitled to all programme benefits until your cancellation takes effect.

Cancellation of a Direct Debit does not constitute cancellation of your participation in The Skin Consistency Method. Written notice of cancellation must be provided in accordance with these Terms & Conditions.

If your Direct Debit is cancelled, amended or otherwise fails before your programme has been validly terminated in accordance with these Terms & Conditions, any outstanding membership fees will remain payable.

4. Booking Appointments

Your monthly treatment appointment should normally be booked and attended within the calendar month to which it relates.

If you know you will be away or unable to attend for an extended period, please let The Beauty Bistro know as soon as possible so your circumstances can be considered.

Any variation to the monthly appointment schedule, including carrying appointments forward or making alternative arrangements, is entirely at the discretion of The Beauty Bistro and must be agreed in advance.

5. Missed or Unused Appointments

Monthly appointments are personal to you, they are non-transferable, non-refundable, cannot be exchanged for cash or credit, and may not be gifted or assigned to another person.

Unused appointments cannot be carried forward to a future month unless agreed in advance at the discretion of The Beauty Bistro.

If you fail to attend your appointment or cancel with less than the required notice, The Beauty Bistro's Cancellation Policy will apply.

6. Appointment Cancellation Policy

A minimum of 24 hours' notice is required to cancel or rearrange an appointment.

Appointments cancelled with less than 24 hours' notice, or appointments missed without notice, will be treated as used and will not be rescheduled.

7. Treatment Suitability

Every monthly treatment appointment includes a professional skin review to ensure your treatment remains appropriate for your skin's current condition.

As your skin changes over time, your treatments and home skincare may also change to reflect your skin's needs, your treatment goals and your response to treatment.

The exact treatment provided at each appointment will be determined by The Beauty Bistro following your skin review and professional assessment on the day of your appointment. This ensures every treatment remains appropriate for your skin's current needs.

If a temporary or permanent contraindication to treatment is identified, or if treatment is not considered clinically appropriate at the time of your appointment, The Beauty Bistro reserves the right to modify, postpone or withhold treatment in the interests of your health, and wellbeing.

8. Additional Treatments

The Skin Consistency Method includes one individually tailored treatment within each monthly appointment.

Where clinically appropriate, an additional treatment or a more intensive course of treatment may be recommended to help achieve the best possible outcome for your skin.

Any treatments that fall outside your monthly appointment are not included within The Skin Consistency Method and will be charged separately at the current treatment price.

9. Professional Skincare Discount

Participants in The Skin Consistency Method receive a 10% discount on professional skincare products in clinic and online whilst actively enrolled in the programme.

This discount cannot be used in conjunction with any other offer or promotion unless otherwise stated by The Beauty Bistro.

10. Failed Direct Debit Payments

If a Direct Debit payment is declined, cancelled or otherwise fails, participation in The Skin Consistency Method, including future appointments and associated benefits, may be suspended until the outstanding balance has been paid.

If payment is not received within a reasonable period, The Beauty Bistro reserves the right to cancel your participation in The Skin Consistency Method.

11. Pricing and Programme Changes

The Beauty Bistro reserves the right to amend the monthly programme fee, programme structure or benefits of The Skin Consistency Method from time to time where reasonably necessary to reflect changes in operating costs, services or the programme itself.

Where any material changes are made, at least 30 days' written notice will be provided before the changes take effect.

If you choose not to continue following notification of a material change, you may cancel your participation by providing written notice before the changes take effect. Where your initial four-month minimum commitment has already been fulfilled, no further monthly payments will be due after your participation ends.

12. General

The Beauty Bistro reserves the right to suspend or terminate participation in The Skin Consistency Method where these Terms & Conditions are breached or where continued participation is considered no longer appropriate.

Nothing within these Terms & Conditions affects your statutory rights.

13. Acceptance of these Terms & Conditions

By enrolling in The Skin Consistency Method and completing the GoCardless Direct Debit mandate, you confirm that you have read, understood and agree to these Terms & Conditions.

These Terms & Conditions should be read in conjunction with The Beauty Bistro's Terms & Conditions, Cancellation Policy, Privacy Policy and any treatment-specific consent forms or consultation documents completed as part of your care.