

MEMBERSHIP TERMS & CONDITIONS

As part of being a member, there are some specific terms and conditions that form part of your membership agreement with us. These specific terms and conditions form part of our general terms and conditions of membership between you and us (My Face Place Pty Ltd). For your records, these conditions are:

Commitment Period

This is a 12-month commitment, which is spaced out at 4 weekly intervals (13 payments).

Termination / Cancellation Process

You may cancel your membership during the 12-month period by providing 30 Days' notice and paying a \$99.95 early exit fee. This can be organised via emailing hello@myfaceplace.com.au or alternatively discuss with your clinician.

Cancelling your membership after the 12 months requires 7 days' notice and no early exit fee is applied.

Suspension Process

To place your membership on suspension 4 weeks' notice is required. Memberships cannot be placed on suspension for more than 3 billing cycles. We do not charge for your suspension

Banked Treatments

If you do not use your treatment in the month, it rolls over meaning you can have 2 treatments the following month.

Credits expire after 70 days.

Treatment Bookings, Reschedules, Cancellations & No-Show Policy

Our standard booking and cancellation policy applies to members. Should you not provide at 48 hours' notice to reschedule or cancel a treatment booking, you will be charged the rebooking fee (\$50.00). Alternatively, you can forfeit that month's treatment.