

THE SKIN BAR SUNSHINE COAST

SUNNY SKIN CLUB - MEMBERSHIP PROGRAM

TERMS AND CONDITIONS

Last Updated: January 21, 2025

1. MEMBERSHIP TERMS 1.1 Program Structure • Minimum weekly contribution: \$25 • Flexible contributions available above minimum amount • Initial 6-month minimum commitment required • 30 days written notice required for cancellation after initial period

1.2 Member Benefits • Priority booking access at The Skin Bar Sunshine Coast • Quarterly Express Glow Facial (30-min) • 15% off retail products • 15% off facials and peels • \$50 birthday bonus credit • Access to member-exclusive pricing on seasonal treatment specials

2. FINANCIAL TERMS 2.1 Contributions • Minimum weekly contribution of \$25 • Flexible amounts above minimum • Direct debit processing • 14 days notice required for amount changes • Additional contributions welcome • Failed payment fees may apply • The Skin Bar Sunshine Coast reserves the right to suspend benefits if payments are in arrears

2.2 Fund Management • Your contributions are stored as credit in your personal Sunny Skin Club account at The Skin Bar Sunshine Coast • Funds available for any treatment at The Skin Bar Sunshine Coast • No withdrawal during initial 6 months • Non-transferable between members • No expiry date on funds during active membership • Funds are non-refundable

2.3 Price Adjustments • The Skin Bar Sunshine Coast reserves the right to adjust treatment prices • Members will receive 30 days written notice before any price changes take effect • Notice will be provided via registered email address • Existing appointments booked prior to price change notice will be honored at original price • Member benefits (percentage discounts) will apply to any new pricing structure

2.4 Payment Processing • All membership payments are currently processed through GoCardless direct debit service • Members must provide valid bank account details for processing • Direct debit authorisation must be maintained throughout membership • Payment processing times follow standard banking timeframes • Members responsible for ensuring sufficient funds available • Bank fees or charges are member's responsibility • Failed payments may result in suspension of membership benefits • Changes to banking details require 14 days notice • The Skin Bar Sunshine Coast reserves the right to change payment processing providers • Members will receive 30 days written notice of any change in payment provider • Members may be required to complete new payment authorisation forms • Existing membership terms and payment amounts will remain unchanged • Members will be guided through any transition process • Failure to transition to new payment provider may result in membership suspension • The Skin Bar Sunshine Coast will

ensure minimal disruption during any provider change

3. CANCELLATION & PAUSING 3.1 Cancellation Terms • 6-month minimum commitment required • 30 days written notice after initial period • Early cancellation fee of \$150 applies during initial 6-month period • All unused funds must be used within 90 days of cancellation date • Funds not used within 90 days of cancellation will be forfeited • Cancellation fee may be deducted from any unused funds

3.2 Pause Policy • Maximum 4-week pause period • Available after 3 months membership • One pause per 12-month period • 14 days notice required • Benefits suspended during pause • Cannot pause during initial 3 months

4. BENEFIT TERMS 4.1 Quarterly Facial • One complimentary 30-minute Express Glow Facial per quarter at The Skin Bar Sunshine Coast • Quarters defined as Jan-Mar, Apr-Jun, Jul-Sep, Oct-Dec • Must be used within designated quarter • Cannot be banked or transferred • Subject to availability • Booking essential • Standard cancellation policy applies

4.2 Retail Discounts • 15% off all retail products at The Skin Bar Sunshine Coast • Cannot combine with other offers • Valid only for member purchases • In-store and online applicable • The Skin Bar Sunshine Coast reserves the right to exclude specific products from discount

4.3 Birthday Bonus • \$50 credit added in birthday month • Valid during birthday month only • Must be a current active member to receive birthday bonus • Credit must be used in full in one transaction • Non-transferable • No cash value

5. MEMBERSHIP CHANGES 5.1 Contribution Changes • 14 days notice required • Minimum amount maintained • Processing via direct debit

5.2 Account Updates • Contact details must be current • Payment method updates as needed • Communication preferences maintained

6. GENERAL TERMS 6.1 Liability • No guarantee of treatment availability • Subject to practitioner discretion at The Skin Bar Sunshine Coast • Standard medical disclaimers apply

6.2 Privacy • Information handled per Privacy Act • Medical history confidential • Contact permission required

6.3 Force Majeure • The Skin Bar Sunshine Coast is not liable for failure to perform obligations if such failure is as a result of natural disaster, pandemic, government restrictions, or any other event beyond reasonable control • In such circumstances, The Skin Bar Sunshine Coast will make reasonable efforts to reschedule appointments or extend

expiry periods of benefits

7. AMENDMENTS • Terms subject to change with notice • 30 days notice of major changes • Continued membership implies acceptance • Members will be notified of changes via their registered email address • Significant changes to financial terms require member acceptance