

# SCULPTURE

## B Y W E S T L A N D

### TERMS & CONDITIONS

#### Bookings, Cancellations & Referral Privileges

#### Consultations & Treatment Suitability

All treatments require a professional consultation to confirm suitability and align expectations. Treatment recommendations are made based on clinical assessment and our commitment to safe, considered outcomes.

#### Appointment Confirmation

You will receive an appointment confirmation via email and SMS 72 hours prior to your booking. We kindly request that you confirm your appointment by replying YES or NO to the SMS once received.

#### Deposits & Booking Security

- All bookings require a \$100 reservation deposit to secure your appointment time.
- This deposit is redeemable toward your treatment on the day.
- Deposits are non-refundable.
- Reservation deposits may be held as clinic credit at our discretion (where appropriate).

#### Right to Decline Service

Sculpture by Westland reserves the right to decline treatment at any time where, in the clinical opinion of the practitioner, a client is unsuitable for treatment. We uphold a strict zero-tolerance policy for aggressive behaviour, threats, harassment, hate speech, racism, or inappropriate conduct toward staff or clients.

#### Cancellations, Changes & No-Shows

Your appointment time has been reserved exclusively for you. We require a minimum of 48 hours' notice to reschedule or cancel an appointment. Late cancellation (within 48 hours) or failure to attend may incur an \$80 fee. Repeated late cancellations may require prepayment for future bookings.

#### Refund Policy

Sculpture by Westland maintains a strict no refund policy for change of mind. This applies to medical aesthetic procedures (including injectables), dermal and skin treatments, packages and prepaid services. Services are non-transferable and cannot be exchanged for alternative treatments. Retail items may be refunded only if unused, unopened, and returned in original packaging.

#### Payments

Payment is required on the day of your appointment, typically following completion of treatment. We accept EFTPOS, AMEX, Afterpay, ZipPay and cash.

#### Pricing & Service Adjustments

Sculpture by Westland reserves the right to modify treatment pricing, protocols, and services at any time without notice.

#### The Westland Referral Privilege (\$100 + \$100)

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An exclusive courtesy extended to our clients – for those who introduce others to the Sculpture experience.

### Referral Credit

- When you refer a new client to Sculpture by Westland: • You receive a \$100 treatment credit
- Your referred guest receives a \$100 treatment credit (once eligibility requirements are met)

### Eligibility Requirements

- The referred guest must be a new client. • The referred guest must complete a paid treatment appointment. • A minimum spend of \$400 on treatment services is required in that appointment.
- The referral must be noted at the time of booking (in booking notes) or mentioned prior to treatment. • Referral credit cannot be claimed after a treatment has been performed.

### Redemption Terms

- Credits apply to treatment services only (not retail products). • Credits are not redeemable for cash and are non-transferable. • Credit must be used in a single appointment. • If the treatment total is less than the credit amount, remaining value is forfeited. • Credits may only be used on full-priced treatment services with a minimum spend of \$400. • Credits cannot be used toward consult fees, surcharges, deposits, or non-treatment charges.

### Referral Activation Timing

- The referring client's credit becomes available only after the referred guest has completed their qualifying paid appointment.

### Multiple Referrals

- There is no limit to the number of friends you may refer or credits you may earn – provided each referral meets eligibility requirements.

### Combining Offers

- Referral credits cannot be used in conjunction with other offers, promotions, discounts, or on treatments already discounted or packaged.

### Credit Expiry

- Referral credits must be redeemed within 6 months of the referred guest completing their qualifying appointment.

### Offer Amendments

- Sculpture by Westland reserves the right to modify or withdraw referral privilege terms, values, and conditions at any time.

All treatments are subject to clinical assessment on the day. Treatment plans are personalised and may change based on suitability and informed consent.