

DPC Skin Club

Terms and Conditions · Updated 24 July 2026

Membership is subject to these terms and conditions. A copy will be emailed to you for signature; your membership only goes live upon receipt of a signed copy. If you do not agree with these terms, please cancel your Direct Debit instruction BEFORE your first payment is taken.

Terms

1. 'The Company' is DPC Clinic, also referred to in this agreement as 'DPC Clinic', 'we' and 'us'.
2. If you have purchased Club membership for yourself, you are referred to in this agreement as 'you' or 'the member'.
3. If you have purchased club membership as a gift, terms relating to payment are applicable to the purchaser. Terms relating to membership and services are applicable to the member, who is referred to as 'you' or 'the member'.

General

4. This Agreement is governed by the law of England and Wales. You should print a copy of this Agreement for your records; a copy will also be emailed to you following purchase.
5. The membership agreement is of 12 months' duration and will auto-renew (subject to the terms under the heading 'Cancellation').
6. If any of the terms of this Agreement are invalid, unenforceable or illegal, the remaining terms remain in force.
7. We may make reasonable changes to these terms and conditions at any time.
8. We will send you email confirmation of these terms using the email address you gave us when you joined.
9. Membership is open to all customers over the age of 18. You must have access to an email account and provide us with the email address.
10. The Monthly Payment Option is only open to those who have been customers of DPC Clinic for a minimum of 3 months.
11. The Company reserves the right to restrict the number of memberships available at each tier, or across the whole Club, without notice or explanation.
12. Additional services and products over and above your annual entitlement will be charged at the current tariff or list price and do not form part of this agreement.
13. You may upgrade any service included in your entitlement by paying the difference between your included entitlement and the current tariff or list price for the relevant service.
14. Your SkinGoal SPF welcome gift is of regular retail size when you sign up, on the understanding that you complete a minimum term of 12 months. You may choose either Solar 50 or Cream Solar 20.

Force Majeure

15. A Force Majeure Event is defined as an event beyond the reasonable control of DPC Clinic. This includes but is not limited to industrial disputes, failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm, or default of suppliers or subcontractors.

16. We shall not be liable to you for any failure to perform our obligations under this agreement as a result of a Force Majeure Event.

Membership

17. Membership is not transferable. Entitlement to inclusive services and products is restricted to the Member.

Monthly payment

18. By purchasing the monthly payment option you agree to the terms of this membership agreement. A copy of these terms can be sent to you by checking the 'EMAIL ME A COPY' box at the end of the form, sent to the email address you provided when creating your online account. It is your responsibility to keep this address up to date.
19. Payments are due monthly and will be collected by Direct Debit on or close to the 1st of each calendar month. You agree to maintain a Direct Debit instruction with your bank for the amount due. Please do not cancel your Direct Debit instruction without contacting us first.
20. If your bank fails to make a Direct Debit payment from your account when due, DPC Clinic will write or email to advise you of this. An administration fee of £20 will be charged for each failed Direct Debit payment.
21. If you cancel your Direct Debit instruction without giving us notice of cancellation (see 'Cancellation' below), or without arranging a new Direct Debit instruction, an administration fee of £20 will be charged for each failed Direct Debit payment.
22. If you fail to make an overdue payment within 14 days, you agree that: (a) the full outstanding amount for your one-year membership becomes immediately due, and (b) we may use your Direct Debit mandate to recover the full outstanding amount. You will instead have the option to cancel your membership in line with the terms under 'Cancellation' below.
23. Should the Company be obliged to institute legal proceedings against the Member arising from a breach of these terms, including but not limited to failure to pay any amount due by the due date, the Member acknowledges they shall be liable for all tracing fees, collection commission and legal costs as allowed by the Court.
24. The Company may disclose personal particulars contained in the Membership Agreement to a credit reference agency, or any other party necessary, in obtaining settlement of arrears.
25. Payments by instalment are due regardless of your clinic usage. In the event of a payment default, use of clinic services will be denied until the shortfall has been made up.

Cancellation

26. You may cancel your membership without giving any reason within 14 days of joining. This allows time for you to be sure you have made the right decision, and allows the beneficiary of a gift membership the opportunity to confirm they can and will agree to these terms.
- a) If you have had the benefit of any services or products (including your welcome gift of SkinGoal SPF) in the first 14 days, you must pay the difference between your monthly membership payment and the full tariff or list price of those products and services.
- b) If you have had no products or services, we will refund your first payment in full.
- c) If you have had the benefit of products (including your welcome gift of SkinGoal SPF) or services totalling an amount less than your first payment, we will refund the difference as non-transferable vouchers valid against future service, expiring 3 months after cancellation.

27. This is not a credit agreement. You may cancel your membership at any time during the 12-month period. You must give us a minimum of two weeks' notice, or pay an administration fee of £50 in lieu of notice.
- a) You must pay the difference between your monthly membership payments and the full tariff or list price of any products and services you have had the benefit of. This includes any appointments you failed to attend or cancelled with less than 48 hours' notice.
 - b) If you have had the benefit of products or services totalling less than the amount of your payments, no refund will be made.
28. We reserve the right to cancel your membership at any time, without notice or reason. No refund will be made for past membership fees, though we will refund the current month's fee if you have not had the benefit of any service or product during that month.
29. If we cancel your membership due to abuse of Club benefits, either real or perceived, we will charge you for any difference between the amount you have paid in membership fees and the price list total for services you have had the benefit of. We reserve the right to use your Direct Debit instruction to recover this amount.

Automatic renewal

30. You will be contacted, either in person or by email, before your current membership expires, detailing the rate at which membership can be renewed. Provided your Direct Debit continues without any lapse in monthly payment, we will, within reason, hold your previous year's membership rate as a gesture of goodwill and thanks for your loyalty. If it does lapse and you wish to rejoin, you should expect to pay the current year's membership rate.
31. Unless you give the Company two weeks' written registered notice before the expiration of your current membership terminating membership, you agree that membership will automatically renew for a further year at the same level and under the same terms. If you cancel by email, we strongly recommend calling 07496 301199 to confirm receipt.
32. In case of dispute, the onus is on you to show that you terminated membership in accordance with these terms.

Communications

33. We may send you information relating to your membership, DPC Clinic, and current offers and promotions by email, SMS or post.
34. You may opt out of email and SMS communications, but if you do we cannot be held responsible for any loss incurred by you not receiving relevant communications. Communications posted (with or without proof of posting) will be assumed to be received. Emails will be assumed to be received and read.