

Terms & Conditions

A \$50 non-refundable deposit is payable when booking in any skin treatment.

A \$100 non-refundable deposit is payable when booking in any injectable or brow treatment. The full value of the deposit will be redeemable on your booked service.

All cancellations and alterations must be made at least 48 hours prior to the appointment time to allow for reallocation of your time slot.

If you miss your appointment or cancel within 48 hours, we reserve the right to charge a cancellation fee of \$50 for skin appointments or \$100 for injectable and brow appointments. The full fee will be forfeited for prepaid treatments.

Treatments, services and service packages are not transferable to other individuals.

We are not required to provide a refund if you change your mind about the products or services you purchased.

Please arrive at the clinic five to ten minutes prior to your appointment.

Dermal Filler

No free top-ups will be provided for dermal filler. If further treatment is required, the full price of any further filler administered will be payable. This is inclusive of any perceived symmetry related issues. Dissolving is not complimentary with the exception of emergencies such as vascular occlusion.

Anti-wrinkle

If additional treatment is requested, this will be priced per any additional unit administered. No complimentary top-ups will be provided.

Skin Treatments

*This price applies when this treatment (only one area where applicable) is added on to a fully priced alternative treatment.

^No add-ons available.

Buy three skin treatments of a selected range at full price and receive 25% off the total.

Platelet Rich Plasma (PRP)

*Or equivalent surface area on body.

Brow Hyperpigmentation

*Eyebrow touch-up appointments are recommended every 12-24 months, at which time the 12-18 month or 18-24 month touch-up price is payable, as above. Touch-up pricing is for existing clients only. The full price applies if you have had tattooing previously elsewhere. We aim to perfect your brows but there are many factors that may result in a suboptimal outcome. Each individual retains the applied pigment differently and, for this reason, results vary from person to person.

We do not guarantee brow quality due to factors that include but are not limited to an individual's healing response, skin type (for example, oily skin and scarring may require extra touch-ups), degree of pigment retention and aftercare. Additional sessions may be required for optimal results.

No refunds will be provided for a suboptimal aesthetic outcome due to the wide variation in individual factors.

An initial touch-up visit within 8 weeks is recommended for the best results and an opportunity will be provided at your initial appointment to book this in advance. The above price will be payable at the time of this initial touch-up (i.e. \$100). Any work undertaken outside of this prescribed time frame will incur additional costs and will depend on the amount of time that has passed since your first session, as detailed above.

Waxing

A 50% deposit is required at the time of booking. If cancellation is made within 24 hours of your appointment, this deposit will be forfeited in total. If you have prepaid your waxing treatment in full and cancel within 24 hours of your appointment, your prepaid sum will be forfeited in total.

*One small area includes any one of the following: mono-brow, cheeks, chin, ears, upper lip, lower lip, nose and snail trail.

Rewards Program

Each Bonsai Reward point is worth A\$1.

For every A\$300 spent in clinic on the items defined below, 10 Bonsai Rewards points will be credited to the holder of the account.

Points cannot be transferred including but not limited to between clients or to any other entity that is not the redeeming account holder.

Bonsai Rewards points can only be redeemed for full-priced skin treatments and waxing. Bonsai Rewards points may be earned on but not redeemed for injectables, cosmetic tattooing and retail products.

Bonsai Rewards points cannot be earned on or redeemed for packages, gift vouchers or store credit.

All Bonsai Rewards points will expire 12 months after the date on which they are earned. All points can only be redeemed once and only by and on treatments for the holder of the account.

Bonsai Membership

All percentage discounts as outlined in the membership benefits are only applicable to full-priced single items.

Membership discounts cannot be applied to packages, promotions or any other special offers.

All injectables, including but not limited to anti-wrinkle, dermal filler and PRP, will be priced per ml or unit for the purposes of membership discount application.

Membership benefits are strictly for the use of the account holder only and will not ever be offered to non-member clients.

Memberships can be revoked at any time at the discretion of clinic staff. Reasons for this include but are not limited to any breaches in the terms of use.

Membership benefits, including discount percentages and the products to which they apply, may be altered at any time and without notice.

The number of treatments possible in any given timeframe will be at the discretion of the relevant practitioner, not the membership holder. This includes but is not limited to cosmetic injectables, LED, skin needling, skin treatments, peels and waxing.

All membership fees are strictly non-refundable. A "cooling off" period of 24 hours applies. Membership benefits can only be redeemed during the time of a valid membership. Benefits cannot be applied to future appointments or treatments.

All treatments are subject to availability and a booking must be made. Membership holders' bookings will not take priority over other clients.

All treatments included in all memberships must be used within the specified time period and cannot be accrued, transferred or "rolled over".