

TERMS OF USE — STARR MEDSPA

Last Updated: November 2025

Welcome to the Starr MedSpa mobile application (“App”), website (“Site”), and all related online services operated by Starr MedSpa (“Starr,” “we,” “us,” or “our”). By downloading, accessing, or using the App or Site, you agree to be bound by these Terms of Use (“Terms”), as well as our Privacy Policy, which can be found at:

<https://starrmedspa.com/privacy-policy>

If you do not agree to these Terms, you must discontinue use of the App and Site immediately.

1. Eligibility

To use the App and to book services, you must:

- be at least 18 years old, OR
- have parental or guardian consent if under 18, as required by California law.

By using the App, you represent that the information you provide is accurate and truthful.

2. Medical & Professional Disclaimer

Starr MedSpa provides aesthetic and wellness treatments performed by licensed medical professionals.

The App does not provide medical advice, diagnosis, or treatment.

All content, including descriptions of services, images, text, and recommendations, is for informational purposes only and is not a substitute for consultation with a qualified provider.

Always speak with your injector or medical provider before undergoing or altering a treatment plan.

3. Accounts, Registration & Security

Some features require creating an account through Zenoti. By registering, you agree to:

- provide accurate and complete information

- keep your login details secure
- accept full responsibility for all activity that occurs under your account

We reserve the right to suspend or terminate accounts for:

- fraudulent behavior
 - policy violations
 - misuse of the App
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4. Booking, Payments & Cancellation Policies

4.1 Booking

The App allows you to:

- schedule appointments
- modify appointments
- purchase memberships
- shop skincare products

All bookings are subject to availability of providers and locations.

4.2 Cancellations & No-Shows

By booking through the App, you agree to Starr MedSpa's cancellation policy, including:

- cancellation windows
- rescheduling rules
- no-show fees
- forfeiture of deposits when applicable

These policies may vary by service and location.

4.3 Payments

Payments made through the App or Site are processed securely via Zenoti Payments or its authorized processors.

You authorize Starr MedSpa to charge your payment method for:

- services
- deposits
- packages
- memberships

- retail products
- cancellation/no-show fees

All sales of skincare products are subject to Starr's refund/return policies.

5. Services Offered

The App may display descriptions and prices for:

- neurotoxin injections (Botox, Dysport, Jeuveau, Letybo)
- fillers
- microneedling
- chemical peels
- lasers
- PRP treatments
- IV therapy
- memberships
- skincare retail items

Services, pricing, or availability may change without notice.

6. Memberships, Packages & Promotions

If you purchase a membership, package, or promotional offer, you agree to the terms associated with that offer, which may include:

- auto-billing
- usage limits
- expiration dates
- non-transferability

Starr MedSpa may modify or discontinue promotions at any time.

7. Product Sales & Shipping

Some skincare products may be available for purchase and shipping.

Shipping times may vary, and Starr MedSpa is not responsible for delays caused by carriers or external factors.

Returns and exchanges follow Starr MedSpa's retail product policy.

8. User Conduct

You agree not to:

- misuse or disrupt the App
- attempt unauthorized access
- upload viruses, malware, or harmful code
- violate the privacy or rights of others
- post or transmit harmful, illegal, defamatory, or inappropriate content

Violation may result in account termination.

9. Intellectual Property

All content in the App, including:

- logos
- trademarks
- images
- branding
- service descriptions
- layouts
- software

is owned or licensed by Starr MedSpa and protected under applicable laws. You may not copy, modify, reproduce, or distribute any content without written permission.

10. Third-Party Services (Zenoti)

The App integrates with third-party systems including Zenoti for:

- scheduling
- accounts

- payments
- notifications
- data processing

By using the App, you acknowledge and accept the terms and privacy practices of these third parties.

11. Privacy & Data Use

Your use of the App is also governed by our Privacy Policy:

<https://starrmedspa.com/privacy-policy>

This includes how we:

- collect data
- store data
- use data
- share data
- comply with HIPAA considerations

Starr MedSpa does not sell personal or medical data.

12. Limitation of Liability

To the maximum extent permitted by law, Starr MedSpa is not liable for:

- indirect, incidental, or consequential damages
- lost data
- service interruptions
- reliance on content or recommendations
- actions taken based on information from the App

Your sole remedy is to discontinue using the App.

13. No Guarantee of Results

Aesthetic treatment outcomes vary.

Starr MedSpa does not guarantee specific results from:

- injections
- lasers
- skincare
- PRP
- peels
- other services

Individual results depend on biology, lifestyle, and provider recommendations.

14. Indemnification

You agree to indemnify and hold harmless Starr MedSpa, its employees, providers, affiliates, and owners from any claims, damages, or expenses arising out of:

- misuse of the App
 - violation of these Terms
 - actions or omissions related to your account
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15. Modifications to Terms

We may update or modify these Terms at any time.

Continued use of the App after changes constitutes acceptance of the updated Terms.

16. Governing Law

These Terms are governed by the laws of the State of California, without regard to conflict of law principles.

Disputes will be handled exclusively in the appropriate California courts.

18. Memberships, Packages & Provider Availability

Memberships, packages, credits, and promotional services purchased through Starr MedSpa are associated with the business entity “Starr MedSpa” and not with any individual nurse, injector, provider, or staff member.

They are also not tied to a specific location unless otherwise explicitly stated in writing.

This means:

- Memberships and packages do not guarantee access to a specific injector or staff member.
- Provider schedules, availability, and staffing may change without notice.
- Starr MedSpa reserves the right to assign any qualified provider to fulfill a service.
- Packages or memberships may be redeemed at any Starr MedSpa location, unless a service is only offered at a specific site.
- Services are performed based on provider availability, and no refunds will be issued due to a change in provider, staffing, or schedule availability.
- Relocation of a provider or staff member does not constitute grounds for refund or credit.

By purchasing a membership, series, or package, you acknowledge that you are entering into an agreement with the Starr MedSpa business entity and not with an individual practitioner.

18. Contact Information

For questions, concerns, or support regarding these Terms or the App, contact us at:

info@starrmedspa.com

Starr MedSpa — Westlake Village & Studio City, CA