SKIN TIME PEDIATRIC WELLNESS

WEBSITE TERMS OF USE

Effective Date: September 2026

Welcome to Skin Time Pediatric Wellness ("Skin Time," "we," "us," or "our"), a service of Monique Suzette Jenkins NP in Family Health, PLLC. These Website Terms of Use ("Terms") govern your access to and use of the Skin Time Pediatric Wellness website (the "Website"), including the purchase of programs, consultations, educational resources, and other services offered through the Website.

By accessing or using the Website, scheduling a service, or purchasing a program or service through the Website, you acknowledge that you have read, understood, and agree to be bound by these Terms.

If you do not agree to these Terms, please do not use the Website or purchase services through the Website.

1. PURPOSE OF THE WEBSITE

The Skin Time Pediatric Wellness Website provides educational, informational, and caregiver support resources for parents and caregivers of children with ostomies, gastrostomies, neoanus care needs, and related pediatric skincare concerns.

The Website is designed to provide education and supportive resources to help parents and caregivers better understand pediatric skincare concerns and related care needs.

Information provided through the Website is not intended to replace the care, recommendations, diagnosis, or treatment provided by a child's physician, nurse practitioner, nurse, surgeon, or other qualified healthcare professional.

2. EDUCATIONAL AND SUPPORTIVE SERVICES

Skin Time Pediatric Wellness provides educational and caregiver-support services within the scope described on the Website and in the applicable Client Service Agreement ("CSA").

Services may include educational guidance, caregiver support, review of information submitted by a caregiver, discussion of skin-care concerns, and other educational services described in the applicable program or service offering.

Skin Time Pediatric Wellness services are not intended to replace the child's established healthcare team or individualized medical care.

The specific terms governing the delivery of services are also addressed in the applicable CSA and required consent documents.

3. NO MEDICAL EMERGENCY SERVICES

The Website and Skin Time Pediatric Wellness services are not intended for medical emergencies.

If a child is experiencing a medical emergency or requires immediate medical attention, call 911, contact the appropriate emergency medical service, or seek immediate evaluation at an emergency department.

For urgent or concerning medical issues that do not constitute an emergency, caregivers should contact the child's established healthcare provider or medical team.

Caregivers should not delay seeking medical attention because of information obtained through the Website or through Skin Time Pediatric Wellness services.

The information contained within the website is not intended to replace or substitute medical evaluation or intervention.

4. NO PROVIDER-PATIENT RELATIONSHIP THROUGH WEBSITE USE

Accessing the Website, reading Website content, submitting a general inquiry, or scheduling a discovery call does not by itself establish a provider-patient relationship.

Where applicable, services provided by Skin Time Pediatric Wellness are governed by the applicable CSA and required consent or service documents.

Use of the Website alone does not establish an ongoing obligation for Skin Time Pediatric Wellness to provide services.

PURCHASE AND SERVICE TERMS

5. PROGRAM AND SERVICE PURCHASES

Programs and services offered through the Website may be purchased online using the payment methods made available at the time of purchase.

Before completing a purchase, the purchaser will be provided with the applicable program or service description and purchase price.

By completing a purchase, the purchaser acknowledges and agrees to:

- The applicable program or service description;
- The purchase price displayed at the time of purchase;
- These Website Terms of Use;
- The applicable Client Service Agreement;
- Applicable consent forms;
- Other policies or documents expressly incorporated into the purchase process.

The purchaser is responsible for reviewing these documents before completing a purchase.

A purchase is considered complete when the required payment has been successfully processed.

6. PAYMENT IN FULL

Unless an approved payment plan is specifically offered and selected at the time of purchase, full payment is due at the time of purchase.

Skin Time Pediatric Wellness reserves the right not to begin or continue services until required payment and documentation have been completed.

7. PAYMENT PLANS

A payment plan may be available for the Essentials, Plus, and Premier programs only, when expressly offered by Skin Time Pediatric Wellness.

- 50% of the total program fee is due at the time of purchase;
- The remaining 50% is due by Week 4 of the program.

The payment plan does not increase or otherwise change the total purchase price of the program.

The purchaser remains responsible for the full program balance regardless of the purchaser's participation, attendance, or decision to discontinue participation after purchase.

Payment plans are not available for programs or services for which a payment plan is not expressly offered.

8. NO REFUND POLICY

All program and service purchases are final and non-refundable.

Because Skin Time Pediatric Wellness reserves program capacity, time, and resources upon purchase, payments are not refundable once a program or service has been purchased.

This no refund policy applies to purchases made in full as well as purchases made through an approved payment plan.

For purchases made through a payment plan, the purchaser remains responsible for any unpaid balance according to the payment terms accepted at the time of purchase.

Nothing in this section is intended to waive or limit any rights or remedies that cannot legally be waived or limited under applicable law.

9. CANCELLATION POLICY

Because program and service purchases are non-refundable, cancellation by a client after purchase does not create an entitlement to a refund.

If a client decides not to participate in a purchased program or service, the client may notify Skin Time Pediatric Wellness of the decision to discontinue participation. However, discontinuation does not entitle the client to a refund.

For clients using an approved payment plan, the remaining balance remains due according to the payment terms accepted at the time of purchase, even if the client subsequently chooses not to continue participating in the program.

Cancellation or discontinuation of participation does not release the purchaser from financial obligations already agreed to at the time of purchase.

Nothing in this section is intended to waive or limit any rights or remedies that cannot legally be waived or limited under applicable law.

10. SKIN TIME PEDIATRIC WELLNESS RIGHT TO DISCONTINUE SERVICES

Skin Time Pediatric Wellness reserves the right to discontinue, suspend, or terminate services to a client at any time when permitted by applicable law.

When reasonably practicable, Skin Time Pediatric Wellness will provide the client with written notice of termination through the secure communication method used for client communications.

When appropriate, Skin Time Pediatric Wellness will take reasonable steps to support continuity of care, including providing information regarding the need to follow up with the client's established healthcare provider or other appropriate healthcare professional.

Reasons for discontinuing services may include, but are not limited to:

- Conduct that is inappropriate, abusive, threatening, or disruptive;
- Failure to comply with applicable program requirements or service policies;
- Failure to provide required information or documentation;
- Failure to satisfy payment obligations;
- Circumstances that make continued services inappropriate or outside the scope of Skin Time's services;
- Situations in which Skin Time Pediatric Wellness determines that continued services are not appropriate for the client's needs or circumstances; or
- Other circumstances permitted under applicable law.

If Skin Time Pediatric Wellness initiates termination of a prepaid program before the program is completed, any applicable refund or other resolution will be determined in accordance with applicable law and the circumstances of the termination.

If services are discontinued because of a client's violation of these Terms, applicable service policies, or payment obligations, the client remains responsible for any amounts properly due under the applicable purchase terms.

11. NO GUARANTEE OF RESULTS

Skin Time Pediatric Wellness does not guarantee any particular outcome, result, improvement, resolution, or clinical outcome from participation in its programs or use of its services, educational materials, products, resources, or recommendations.

Individual results may vary.

Outcomes may be affected by numerous factors, including, but not limited to:

- The child's underlying condition;
- Medical history;
- Current health status;
- Individual care needs;
- Adherence to recommendations;
- Caregiver participation;

- Products or supplies used and/or improper use of products or supplies
- The involvement and recommendations of the child's healthcare team; and
- Other factors outside the control of Skin Time Pediatric Wellness.

Participation in a Skin Time Pediatric Wellness program does not guarantee that a child's skin condition, ostomy-related concern, gastrostomy-related concern, neoanus-related concern, or other care issue will improve or resolve.

Skin Time Pediatric Wellness makes no guarantee regarding the effectiveness, suitability, availability, or outcome of any particular product, supply, resource, or recommendation.

12. PARENT AND CAREGIVER RESPONSIBILITY

Parents and caregivers remain responsible for decisions regarding the care of their child and for obtaining appropriate medical evaluation when indicated.

Information obtained through the Website or a Skin Time Pediatric Wellness program should be considered in the context of the child's individual medical history, current condition, treatment plan, and recommendations from the child's healthcare team.

Parents and caregivers are responsible for following the recommendations and treatment plans established by the child's healthcare providers.

Skin Time Pediatric Wellness does not assume responsibility for decisions made independently by a parent or caregiver based solely on information obtained from the Website or educational services.

13. CLIENT SERVICE AGREEMENT

The Client Service Agreement (“CSA”) contains additional terms governing the provision of Skin Time Pediatric Wellness services.

Where applicable, clients are required to review and accept the CSA before services begin.

The CSA and required consent documents are separate from these Website Terms of Use and may contain additional requirements relating to the delivery of services.

The CSA addresses matters specific to the client-service relationship, including applicable service requirements and other provisions contained within that agreement.

In the event of a conflict between these Website Terms and the CSA regarding the provision of individualized services, the applicable CSA will govern the service relationship to the extent specified in that agreement.

WEBSITE USE

14. THIRD-PARTY WEBSITES AND SERVICES

The Website may contain links to websites, products, services, or resources operated or provided by third parties.

These links are provided for convenience and informational purposes.

Skin Time Pediatric Wellness does not control and is not responsible for the content, privacy practices, availability, security, policies, products, services, or practices of third-party websites or services.

Your use of a third-party website or service is subject to the terms and policies established by that third party.

15. FULLSCRIPT AND OTHER THIRD-PARTY RESOURCES

Skin Time Pediatric Wellness may provide links to third-party resources, including Fullscript, for informational or purchasing purposes.

Skin Time Pediatric Wellness does not control third-party websites or their products, services, policies, pricing, availability, fulfillment, or customer-service practices.

Any purchase made through a third-party service is subject to that service's applicable terms and conditions.

The inclusion of a third-party link does not constitute a guarantee, endorsement, or warranty of the third-party product or service.

16. INTELLECTUAL PROPERTY

Unless otherwise indicated, all content appearing on the Website, including text, graphics, photographs, educational materials, designs, logos, trademarks, service marks, program materials, and other materials, is owned by or licensed to Skin Time Pediatric Wellness and is protected by applicable intellectual property laws.

The Skin Time Pediatric Wellness name, branding, logos, educational materials, program content, and related materials may not be copied, reproduced, modified, distributed, or commercially exploited without prior written authorization.

Your purchase of a Skin Time program or service does not transfer ownership of Skin Time Pediatric Wellness intellectual property to you.

17. PROPRIETARY MATERIALS

Materials provided through Skin Time Pediatric Wellness programs are intended solely for the personal educational use of the purchasing client.

Program materials may include educational documents, worksheets, guides, resources, videos, recordings, templates, protocols, or other proprietary materials.

Unless expressly authorized in writing by Skin Time Pediatric Wellness, clients may not:

- Copy or reproduce proprietary materials;
- Distribute or share materials with others;
- Publish materials online;
- Sell or resell materials;
- Use materials to create derivative commercial products;
- Use materials to provide services to other individuals; or

- Otherwise commercially exploit Skin Time Pediatric Wellness materials.

18. NO RESALE OR REDISTRIBUTION

Purchased programs, educational materials, worksheets, resources, recordings, and other materials provided by Skin Time Pediatric Wellness may not be resold, transferred, redistributed, publicly shared, or used for commercial purposes without prior written authorization.

Program access is intended for the purchaser and the caregiver(s) participating in the applicable program as permitted by Skin Time Pediatric Wellness.

19. PROHIBITED USES

You agree not to:

- Use the Website for unlawful purposes;
- Attempt to gain unauthorized access to the Website or its systems;
- Interfere with the security or operation of the Website;
- Copy, reproduce, distribute, or commercially exploit Website content without authorization;
- Misrepresent your identity or relationship to a child or caregiver;
- Use Website content to provide unauthorized professional services to others;
- Attempt to obtain another person's confidential information;
- Upload malicious software or other harmful material; or
- Use the Website in a manner that violates applicable laws or regulations.

20. WEBSITE INFORMATION AND AVAILABILITY

Skin Time Pediatric Wellness makes reasonable efforts to provide accurate and current information on the Website.

However, information may change over time and may not always reflect the most current developments, recommendations, products, services, or circumstances.

Skin Time Pediatric Wellness does not warrant that the Website will always be available, uninterrupted, error-free, or free of harmful components.

Skin Time may modify, suspend, or discontinue any portion of the Website at any time.

PRIVACY AND CONFIDENTIALITY

21. PRIVACY

Your use of the Website is also subject to the Skin Time Pediatric Wellness **Privacy Policy**.

The Privacy Policy explains how information submitted through the Website may be collected, used, disclosed, and protected.

Please review the Privacy Policy before submitting information through the Website.

The Privacy Policy is incorporated into these Terms by reference to the extent applicable.

22. CONFIDENTIALITY AND PERSONAL INFORMATION

Skin Time Pediatric Wellness takes the privacy of client and caregiver information seriously.

Information submitted through designated secure systems or in connection with services will be handled in accordance with applicable privacy requirements and Skin Time's applicable privacy policies and agreements.

The Website itself should not be used to submit sensitive medical information unless the Website specifically identifies the method as an appropriate and secure method for doing so.

Clients should use the designated secure communication and documentation systems provided by Skin Time Pediatric Wellness when submitting information related to their child's care.

LIABILITY AND LEGAL TERMS

23. LIMITATION OF LIABILITY

To the extent permitted by applicable law, Skin Time Pediatric Wellness, Monique Suzette Jenkins NP in Family Health, PLLC, and their respective owners, employees, contractors, and representatives shall not be liable for damages arising from or related to your use of, or reliance upon, information contained on the Website or your use of Website services.

This limitation applies to the extent permitted by applicable law and does not exclude or limit liability that cannot legally be excluded or limited.

24. INDEMNIFICATION

To the extent permitted by applicable law, you agree to indemnify and hold harmless Skin Time Pediatric Wellness, Monique Suzette Jenkins NP in Family Health, PLLC, and their respective owners, employees, contractors, and representatives from claims, liabilities, damages, losses, and expenses arising from your unlawful use of the Website or your violation of these Terms.

25. SEVERABILITY

If any provision of these Terms is determined to be invalid, unlawful, or unenforceable, that provision shall be modified or limited to the minimum extent necessary to make it enforceable, and the remaining provisions shall remain in full force and effect.

The invalidity or unenforceability of any individual provision shall not affect the validity or enforceability of the remaining provisions.

26. GOVERNING LAW

These Terms shall be governed by and interpreted in accordance with the laws of the State of New York, without regard to conflict-of-law principles, except where applicable law requires otherwise.

27. CHANGES TO THESE TERMS

Skin Time Pediatric Wellness may update these Terms from time to time.

When changes are made, the updated Terms will be posted on the Website with a revised effective date.

Your continued use of the Website following the posting of updated Terms constitutes acceptance of the revised Terms.

Changes to terms governing an already-purchased program or service will not be applied in a manner that improperly alters rights or obligations that have already accrued, except as permitted by applicable law or the applicable agreement.

28. ENTIRE AGREEMENT

These Website Terms, together with the Privacy Policy and other policies expressly incorporated by reference, govern your use of the Website.

These Terms do not replace or modify the Client Service Agreement or other written agreements governing services provided by Skin Time Pediatric Wellness.

The CSA governs the client-service relationship to the extent provided in that agreement.

29. CONTACT INFORMATION

If you have questions regarding these Terms or the Website, please contact:

Skin Time Pediatric Wellness
Monique Jenkins, PhD, MA, FNP-BC, FNYAM
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Effective Date: September 2026

PURCHASE ACKNOWLEDGMENT

Before completing a purchase through the Website, the purchaser may be required to acknowledge:

"I have reviewed and agree to the Skin Time Pediatric Wellness Website Terms of Use, applicable Client Service Agreement, Privacy Policy, and required consent documents. I understand that program and service purchases are non-refundable and that I am responsible for the payment terms associated with my purchase."