

Advanced Electrolysis & MedSpa

VIP Membership

Terms & Conditions

1. Benefits of membership

Welcome to our **VIP Membership**!! We are thrilled to have you as part of our exclusive membership community. As part of the **VIP Membership**, you will have access to exclusive discounts, exclusive pricing, special offers and events, and so much more! The details of this membership offer include 10% discount specific services and retail purchases. Each month or 30 days, you will receive your choice of a complimentary express facial, customized facial, or an electrolysis treatment depending upon your membership level (Retail Value of \$60 to \$115). In addition, there will be a monthly special that will only be available to our VIP Membership members. Membership benefits will be announced through email, text, website, social media, and promotional items in our office.

- a. Pricing is subject to change: This membership does not lock in specific pricing for any member, service, retail, location, etc. All pricing in our practice are subject to change. Any changes to membership benefits will be shared in writing to our VIP Membership members.
- b. Botox Membership requires a minimum of 25 units purchased in the same treatment in order to receive the 10 free units.

2. Enrollment

In order to become a part of our VIP Membership, you are required to formally enroll in our program. Your personal information, payment information, signed consent of the terms and conditions, as well as your photo identification will need to be collected and stored in our secure medical records and practice management system.

- a. *Our Privacy Promise*: We promise to keep your information secure and private. Your personal information will not be shared outside of the consent to process payment. Should you have concerns or questions about your privacy, please speak to our Office Manager.

3. Enrollment fee & prorated start

In order to process your enrollment, there is an enrollment fee of \$30 due at the time of enrollment. Each member is also responsible for the 1st month's payment which is \$99, \$199, or \$299 depending upon membership level. This allows time for your automatic payment to be set up and it will go into effect on the 1st of the next month. All future payments will be charged to the card on file on the 1st business day of each month. You will have full access to the membership benefits immediately upon enrollment.

- a. Prorated Start: If you enroll before the 10th of the month, you will be charged for the full month. Should you enroll after the 10th of the month, your 1st month will be prorated by using a daily amount. Daily amount depends upon the days of the current month.

Advanced Electrolysis & MedSpa

VIP Membership

Terms & Conditions

4. Offers & Discounts may not be combined

It is the policy of Advanced Electrolysis & MedSpa that we do not allow offers or discounts to be combined. This is the policy for our VIP Membership members as well. In the event that two offers or discounts are eligible at the time of purchase, the member will have the option to choose which discount is most beneficial and have it applied. At no time will double discounts, price matching, vendor coupons, multiple specials be combined with VIP discounts. It is at the discretion of Advanced Electrolysis & MedSpa ownership & management to allow vendor specific discounts, promotions & rewards programs to be redeemed. The practice is under no obligation to honor these discounts in conjunction with member benefits.

5. Minimum membership commitment

Your exclusive VIP Membership is for a minimum of 6 months. At such time that your membership's initial 6 month period commences, your membership continues on a month to month basis unless terminated in writing by either party. (See Cancellation Policy). Cancellation prior to the 6 months is subject to fees, penalties and loss of member benefits.

6. Memberships/Benefits may not be transferred

All benefits, discounts, promotions, etc that are available to VIP Membership members may not be transferred or rolled over at any time during or after membership is terminated. All benefits are redeemable only to the patient named on the enrollment. Monthly benefits of an express facial, customized facial, or an electrolysis treatment may not be rolled over to another month. It must be used in the calendar month to coincide with the membership payment for that month. These services may not be redeemed early. However, one (1) free service from their membership level's complimentary services may be gifted. The gifted service must be used in the calendar month to coincide with the membership payment for that month.

7. Payment Processing

During initial enrollment, you may decide which day of the month you would like to have your monthly recurring payment processed. However, membership benefits will not be able to be redeemed until enrollment and first payment is processed. If the recurring payment day falls on a weekend, the card will be processed on the next business day. Automatic payments may not be split between cards. If the card on file needs to be updated, present the card to the front desk, and they will update the card listed on file with the card presented.

Advanced Electrolysis & MedSpa

VIP Membership

Terms & Conditions

- a. I don't have a credit card. Can I still be a member? Advanced Electrolysis & MedSpa will allow potential members who do not have a credit card to purchase a 6 month membership in cash. The member will be required to pay the enrollment fee of \$30 and all 6 months of membership in full at the time of enrollment. The benefits will not automatically renew for these members. They will need to provide card information, or pay in full for the next year of membership at the time of renewal.
- b. What if I need to change my payment date? Contact Advanced Electrolysis & MedSpa to inform them of the new date. If the new date falls outside of the 30 day window of the previous payment, services and products will not be able to be redeemed. Services will be available for redemption once the new updated payment is received.

8. Credit Card Information

Card Card information for each member will be collected on the consent form, where they will acknowledge recurring automated charges to their card for their VIP Membership. All members must supply a credit card that is issued to them and matches their photo identification. The credit card must be present at the time of enrollment. Advanced Electrolysis & MedSpa will not accept credit cards that belong to a spouse, family members, or other persons who are not the enrolling member.

9. Financial Responsibility Policy

As a VIP Membership member, it is each member's responsibility to ensure that their membership fees are paid. Advanced Electrolysis & MedSpa is not responsible for any fees incurred by members from their credit card or processing fees. Should a credit card payment be declined for any reason, the member will have 10 days to supply new credit card information and pay their membership fees or their membership will be canceled. Should membership be canceled due to failure to pay, your account will be subject to fees for early termination and re-enrollment fees if applicable.

Any member who chooses to process a dispute with their credit card company for valid membership charges which they have consented to will automatically be terminated from the membership program and have termination fee charged to their patient account.

10. Pausing Membership

Members will be permitted to pause their membership for up to three (3) months every 6-month period from their membership activation date. The pause period can be consecutive or non-consecutive months. While the membership is paused, all member benefits will be suspended, and the member will be charged a monthly fee of \$10. A membership pause lasts for a month unless otherwise stated and can be lifted at any time by request from the member. Once a membership

Advanced Electrolysis & MedSpa

VIP Membership

Terms & Conditions

pause is lifted, billing on the membership will resume on the same billing date originally set at the time of issuance. For a member to request a pause, their membership must be current and in good standing, and the member must submit a written pausing request to Advanced Electrolysis & MedSpa at contact@adv-electrolysis.com.

11. Cancellation Policy

VIP Membership members can choose to cancel their membership at any time by submitting a written cancellation request to Advanced Electrolysis & MedSpa at contact@adv-electrolysis.com. Cancellations occurring within the first 6 months of membership are subject to cancellation fees (see item 12). Cancellation requests received prior to the 15th of the month will be terminated effective the last day of that same month.

Cancellation requests received after the 15th of the month will be charged for the next month in full, and will receive benefits in that month. Termination will be effective the last day of that final payment month.

12. Cancellation Fees

Cancellations occurring within the first 6 months of membership are subject to cancellation fees totaling \$75. Cancellations after the initial 6 months will not incur any cancellation fees, but will be responsible for paying all membership fees that are currently due in accordance with the above cancellation policy. Any questions regarding cancellation policy or fees should be addressed with the Office Manager.

Name Printed

Signature

Date

Monthly Payment Processing Date:_____