

Align Spa Monthly Membership Program

Description:

Align Spa's Monthly Membership Program is designed for regular, monthly spa visits. This membership program is a one year (12 month) commitment with a \$75 automatic monthly charge occurring on the 1st of every month. This charge will generate one prepaid service on your account that may be redeemed for your choice of any of the following 60 minute services:

- Swedish or Therapeutic massage
- Customized Facial, including the dermasound enhancement for no additional charge
- Coconut Firming or Skin Hydrating Body Polishing Wrap
- Moroccan Oil Hair & Scalp treatment

Members are welcome to extend their massage or facial treatments for an additional charge of \$20 for 75 min services and \$40 for 90 min services (body polishing wraps and hair & scalp treatments are not eligible for additional time). Your prepaid services will apply to these extended appointments, and you will be responsible for paying for the added time at checkout. Additional 60 minute massage or facial services can be booked for your membership rate of \$75. Members can also enjoy deep tissue massages for an added \$10 fee, and body polish wraps or hair & scalp treatments are offered at a discounted price of \$85 (*retailing at \$135*) if you choose not to use your prepaid service for these treatments. Duet massages are available to our members for an additional \$50 fee (\$25 per person).

Most, if not all, of our licensed massage therapists on staff are trained to perform prenatal massages. Prenatal massages are available for only \$5 more, paid directly to your provider. It is recommended, but not required, to consult your doctor or medical provider before receiving massage therapy while in your first trimester.

In some cases, our schedule may only allow for a 50 min massage. In this case, where the membership rate for a 60 min massage is significantly cheaper than our retail pricing for a 50 min massage, members are able to pay their usual \$75 rate and choose an upgrade to add to their massage for no additional charge (up to \$15). The same applies for 50 min facials.

Our Monthly Members also enjoy a 15% product discount (excluding kombucha), and can purchase gift certificates at the membership rates for immediate family or other current members only.

At the end of your 12 month term, you may resign the membership agreement to renew your membership for another 12 month term. If you do not resign the agreement, your membership and benefits will end at the conclusion of the month following your 12th auto-billing charge.

Prepaid services that are not used by the end of your 12-month term will expire 1 month from your renewal date or conclusion of your membership, if applicable.

After the automatic monthly billing charge of \$75, any additional time or services will incur a 3% credit card processing fee, unless a debit card is used at check out. This fee does not apply to gratuity.

Eligibility for the membership program is extended to any client who can commit to monthly spa visits and whose account is in good standing.

Membership Sharing:

Members are welcome to extend their membership benefits and unique service pricing to their immediate family members - including spouses, long term partners, and children. If you would like to share your benefits with a spouse or child, please include their information on your agreement. If you do not include your family members' information, they may not be eligible to use your membership benefits. **Your prepaid services may be transferred and redeemed only by the family members connected to your membership**, and you must opt in for package sharing to do so.

Previous VIP members, please take note that for gift card purchases the cost for the service will be determined by the status of the recipient, and not by you as the purchaser. This means that when purchasing a gift card for a client who is not a member, you will be expected to pay the standard retail price, as your unique pricing may only be extended to immediate family members connected to your account.

Membership Freeze/Hold/Cancellation:

On the start of the first month after signing your membership agreement, your auto-billing charge will continue for the full 12 month term, regardless of the amount of prepaid services accrued on your account. ***For previous VIP members, this means that we will no longer waive your monthly billing after you accrue 2 prepaid services or cancel your membership due to inactivity, as we did before.***

Should you choose to cancel your membership before your 12 month commitment is met, a \$75 early termination fee will apply. If a prepaid service does exist on your account at the time of cancellation, you may forfeit use of this prepaid service to satisfy the early termination fee. However, by using a prepaid service in lieu of paying the early termination fee, you are agreeing to forfeit use of any additional prepaid services on your account. We cannot provide refunds for prepaid services that exist at the time of cancellation.

If you would like to waive a monthly payment for any reason (ex. traveling), you are welcome to do so and a \$30 membership freeze fee will apply. A 7-day notice is required to guarantee a waived payment. ***For previous VIP members, you can no longer put your account on hold without a fee associated.*** There is no limit to the number of months you may freeze your membership, and please note that the \$30 freeze fee will apply for each month your

membership billing is held or waived. When your membership is frozen, you will not have prepaid services generated on your account, but you will still have access to additional member benefits (product discounts, unique service pricing).

It is your responsibility to keep a valid credit card on file at all times. **If your card should decline twice in a row for your monthly billing charge, your membership will be canceled and the \$75 early termination fee will apply.** Clients may resign for the membership program upon payment of this fee and must provide an updated, valid credit card. Your 12 month commitment will begin anew on the first day of the first month following payment of the fee.

A 24-hour notice is required for cancellations or rescheduling. The fee for a late notice is determined by length and service type. Please note: the Hydrafacial cancellation or reschedule fee is 50% of the service cost.

For questions regarding the membership program, please email: memberships@alignspa.com