



LILLIE D'OR

SALON & SPA

## **POLICY & PROCEDURES**

### Lillie Membership Agreement

Prepaid memberships must be paid at time contract signing. First monthly fee will be charged at time of contract signing, with subsequent billings being made by the 10<sup>th</sup> of each month. Additional benefits will be charged to the account on the day of service or date of transaction for retail and gift certificates.

Our auto-charged monthly memberships are auto-renewable. For prepaid terms, following the initial term, your membership will automatically continue on a month-to-month basis until your membership is cancelled in writing. If you decided to cancel your membership during the initial term of membership you will be charged \$99 cancellation fee or the remainder of your contract agreement, whichever is less. You may also cancel without penalty in the event that: you permanently relocate your residence more than 30 miles away from Lillie Dior, or a physician certifies that you are unable to receive massage services. After the initial term you may cancel at any time, all cancellations require 30 days written notice and are effective 30 days after the date received. Payments due prior to the effective date will be charged as scheduled. Prepaid memberships have no cash value, and service expires 12 months from date of purchase. Our monthly memberships for 12 month terms are non-committed. Therefore you may cancel your membership with a 30 day notice and a signature of Membership Discontinuation. Your membership services are not transferrable to any other person or entity unless otherwise agreed on Membership Shared Accounts. For purpose of identification and billing, you agree to provide us with current, accurate, complete, and updated information including your name, address, telephone number, and applicable payment data. You agree to notify us promptly of any changes in your personal information. You have the entire term of the membership agreement to use all membership massages. You may continue to redeem your membership. Upon termination or cancellation of your membership, all unused massages will expire; Paid massages, will be turned into gift certificates.

You may cancel a massage appointment with no charge any time before the close of business on the business day preceding your appointment. If you cancel the same day of your appointment, your credit card will be charged 50% of the scheduled service price. If you do not call to cancel and fail to show up for your scheduled appointment, your credit card will be charged for the full price of the appointment. By signing below, I authorize Lillie Dior to charge the account I specified. Monthly dues and/or renewal fees (plus all applicable taxes) will be withdrawn on or before the 10<sup>th</sup> of each month. I understand that Lillie Dior may continue to charge my account or cancel my membership in accordance with the terms and conditions of this agreement.

Additionally, I authorize Lillie Dior to charge my credit card on file on lieu of presenting it for any services received, at my request. You agree to pay us for the membership, goods, and services according to the payment schedule above. Your signature below indicates your agreements to be bound by the terms, conditions, rules, and regulations of this Agreement. If through no fault of ours, your payment account does not contain sufficient funds to complete the transaction, your payment account or credit card does not otherwise permit the transaction to be executed, you will be charge a \$35 insufficient funds fee. We will contact you to update your account with a working payment method.

IF THE MEMBERSHIP ACCOUNT BECOMES DELINQUENT AT ANY TIME AND IS NOT PROPERLY CANCELLED, THIS ACCOUNT MAY BE REFERRED TO COLLECTIONS AND BUYERS AGREES TO PAY ALL REASONABLE COLLECTIONS COSTS.