

# Day Spa Terms and Conditions

## DAY SPA MEMBERSHIP TERMS

1. Your membership term commences on the date that you purchase your membership and continues strictly until you wish to terminate the membership.
2. Membership duration is for 12 months. You can choose to terminate your membership after 3 months by requesting to cancel in writing. You have the opportunity to renew the Membership after the 12 month period or allow your Membership to expire.
3. Your membership may be put on hold for a maximum of one month with prior written consent – please provide us with 7 days notice.
4. All weekly payments subscriptions will be debited via your method of payment weekly in advance. Your first payment will be charged at the time of signing up to your chosen membership. 4 x weekly payments is equivalent to your monthly membership value.
5. Annual Payment memberships will be paid for at time of purchase.
6. If the debit day falls on a day that is not a business day, we may direct your financial institution or credit provider to debit your account on the following business day. If you are unsure about which day your account has or will be debited you should ask your financial institution or credit provider.
7. We reserve the right to cancel your membership if the first debit from your credit card is returned unpaid or a total of two or more debit attempts are returned unpaid by your financial institution or credit provider. We can not provide your service if the monthly amount has not been paid.

8. It is your responsibility to ensure that there are sufficient clear funds available on your credit card to allow a monthly debit payment to be made.
9. If there are insufficient funds in your account to meet a weekly debit payment: you may be charged a fee and/or interest by your financial institution or credit provider; you may also incur fees or charges imposed or incurred by us, including without limitation any imposed on us by your financial institution or credit provider; and you must arrange for the weekly debit payment to be made by another method or arrange for sufficient clear funds to be in your account or credit on your credit card by an agreed time so that we can process the monthly debit payment.
10. Subject to above we will keep any information (including your account details) collected as part of your debit payment arrangement confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information. We use an encrypted payment authorization system to ensure your details are kept safe and secure.
11. We will only disclose information about you that we have collected as part of your membership arrangement: to the extent specifically required or permitted by law or under our privacy policy; or for the purposes of these membership terms and conditions (including disclosing information in connection with any query or claim).
12. Membership is non-refundable and is not transferable. You may not transfer your membership to any other person or allow any other person to use your membership at any time. If due to unforeseen circumstances you can not redeem your membership, we will work with you to find a solution to the outstanding balance paid in the form of a store credit. If for any reason you have missed your visit that month, we will give you a 14 day grace period to come and redeem a

catch up service. All outstanding credit must be redeemed before the contract ends. Extensions can not be granted after the contract is terminated.

13. While we will make every reasonable effort to accommodate your desired booking time we cannot and do not guarantee that a particular booking time will be available. You should make bookings as far in advance as possible for appointments during our spa's opening hours. We are not open on Sundays or public holidays.
14. If you cancel an appointment with less than 24 hours notice, you will be charged 50% of the cost of services. You authorise us to debit any such amount from your method of payment.
15. If you do not attend an appointment and give no notice, we will charge you a fee of 50% of the cost of the services. You authorise us to debit any such amount from your method of payment and your treatment that month is void.
16. For the avoidance of doubt, if you cancel or do not attend an appointment you are not entitled to any compensation or extended term of membership.
17. If you wish to cancel your membership 7 days written notice is required. If you have already redeemed your service for the month but the remaining portion of your membership has not been paid, the payments will be required to continue until the balance outstanding has been paid. You authorise us to debit any such amount from your method of payment.
18. A minimum term of 3 months membership is required.
19. Face Body Day Spa reserves the right to cancel any memberships at any time.  
60 days notice will be given prior to any cancellations
20. Face Body Day Spa reserves the right to change membership prices on new memberships that are not in progress and memberships to be renewed.

Please contact us if you have any questions. By joining our membership and authorising payment, you are agreeing to the above terms and conditions.