



Siempre Lash Membership Contract

Name:		Date:	
Address:			
Phone:		Birthday:	
Email:			
Emergency Contact Name:		Parent/Guardian Name:	
Emergency Contact Phone #:		Member #:	

Start Date: _____/_____/_____

Price: \$150.00/month

Automatic Charge Date: Client will provide a card to be kept on file with Ancient Haven Spa to process automatically on the first of every month.

Description:

The Siempre Lash Membership includes up to four hours worth of eyelash extension fills each month to the agreed upon Client, as long as the monthly charge of \$150 for said membership is paid in full on the first of said month. Unused hours do not roll over to next month. Membership fill hours only apply to the dates of said month. Client will also receive 10% off all eyelash retail products.

Month-to-Month Agreement/Cancellation Policy:

The Siempre Lash Membership may be cancelled at any time up until the day before the first of every month. If membership cancellation is requested on or after the first of the month, cancellation will be honored, but a refund will not be given. In order to honor the charge for the month, Jessie will continue to offer eyelash extension services for the remainder of the month paid for, or she will offer services totaling the monthly \$150 charge, given to the Client in the form of a gift card to be used at their leisure. Client will have one month following the first month of cancellation to collect their gift card. If the gift card is not collected within this month, Client forfeits their \$150 gift card. Any gift cards given to replace services may not be used for retail products.

Services Unutilized:

If in the event an entire month passes and no eyelash extension services are utilized, Client may receive services totaling the monthly \$150 charge, given to Client in the form of a gift card to be used at their leisure. Client will have one month following the unutilized month to collect their gift card. If gift card is not collected by the end of this month, Client forfeits their \$150 gift card for their unutilized month. Any gift cards given to replace services may not be used for retail products. If in the event an entire month passes and no eyelash extension services are utilized, Client's membership will be automatically placed on hold.

Automatic Cancellation:

Automatic cancellation of your membership will be set in place if any of the following occur:

- Services go unutilized for two consecutive months. (Usual cancellation and unutilized service policies will be void under such circumstances and the following policy will apply):

In the event that two consecutive months of services go unutilized, one month (totaling \$150) will be eligible for a credit in the form of a gift card to be used at Client's leisure. Client will have one month after their membership is unutilized to collect their gift card. If Client does not collect their gift card by the end of this month, they forfeit their \$150 gift card for the first month of unutilized services. Any gift cards given to replace services may not be used for retail products. The \$150 for the second month of unutilized services will be non-refundable and non-transferable. In order to reactivate membership, Client must wait for the next first of the month to come along.

- Any perceived disrespect is conducted by Client in the form of unprofessional physical, sexual and/or emotional misconduct.
In the event of such, all funds already processed will be non-refundable and non-transferable, and services will no longer be due to Client.
- Temporary hold is put in place and reinstatement of membership is not requested after three months of said hold.

Temporary Hold on Account:

A temporary hold may be placed on Client's account starting the first of any month requested. Client must request their hold before the month they intend to begin the hold. If Client misses the first of the month deadline to begin their hold, and \$150 is processed for the month, they will not receive a refund, however, the said charge will be pushed forward to cover the charge of the first month of which you wish to end your hold. Usual membership guidelines outlined in this agreement will be reinforced once hold ends. Holds may only be reinstated on the first of the month. Client may place their membership account on hold for up to three months. If three months passes and hold on membership is not ended, account will be closed. Account may be reopened on any following first of the month.

Retail Discount:

A 10% discount on lash retail will only apply while membership is active. "Active" is defined by Ancient Haven as anytime the account is not on hold or not unutilized.

Gratuity Clause:

Indicate below if you would like to add a gratuity for your services to be added to the total of your membership price charged on the first of the month.

\$Amount: _____

-or-

Percentage: _____

Changes and Cancellations to Appointment Slots:

When booking appointments, Client agrees to follow all the late cancellation and no-show policies of Ancient Haven Spa, outlined on the company website: Ancienthaven.com. Since membership appointment slots are already paid for, a default fee for late cancellations and no-shows will equal the amount of \$30 per appointment. This fee must be paid before Client's next fill appointment in order to continue receiving services. Certain circumstances may be forgiven the \$30 fee; this policy remains flexible per circumstance. Jessie reserves the right to decide per circumstance a course of action to take for future appointments and required fees.

Jessie reserves the right to cancel Client's membership at any time for any reason. If in the event Jessie feels she must cancel a clients membership, future appointments and monies will be discussed per case.

I hereby declare that I have read and understand this agreement fully and completely. I understand my payment responsibilities and the services I will be receiving. I understand the details of services unutilized, cancellations, temporary holds, retail restrictions and late cancellation/no-show policies. If I have any questions or concerns, I have brought them to Jessie's attention, and have agreed to follow the guidelines outlined in this agreement to become a member of the Siempre Lash Membership.

Client's Name: _____

Client's Signature

Parent/Guardian Signature

Date



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