



VIP Membership Sign up Form

Full Name:

Phone Number:

Email Address:

Vehicle Make & Model(Must be the same vehicle we serviced):

Membership Details (Add on prices are regular)

- **Package that makes you eligible for the VIP membership:**
 - ☐Deluxe Spa Detail (\$210–\$250)
- You must have gotten the Deluxe Spa Detail in order to make you eligible.
- **Did you need an Add-on? (pet hair removal, Out-of-range fee, etc):**
- **VIP Rate:** 50% off the original price.
- **Prepaid Term:** 3 months
- **Payment Method:**
 - ☐ Cash ☐ Debit/Credit Card (+3% fee):

Membership Terms Summary

- I understand this is a 3 CONSECUTIVE month commitment and must be paid in full upfront.
- I understand the VIP membership is non-refundable once the first detail is completed.
- I agree to pay the full retail price of the initial detail if I cancel before the 3-month term begins.
- I will contact Velare Express Mobile Spa to schedule each monthly detail service.
- I agree to provide a minimum of 48 hours' notice for cancellations or reschedules.
- I understand late cancellations may result in a \$50 fee.
- I have read and agreed to the full VIP Membership Agreement.

By signing you agree to all of the terms listed above. You will receive a signed copy once all parties sign & customer fully pays.

Customer Signature:

Date:

Velare Express Mobile Spa Representative:_____ **Date:** _____



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VIP Membership Agreement

This VIP Membership Agreement ("Agreement") is made between **Velare Express Mobile Spa, LLC**, a New York limited liability company with its principal place of business in NY ("Company"), and the undersigned customer ("Member"). Collectively, Company and Member may be referred to as the "Parties."

1. Services Covered

- **Deluxe Spa Detail** (regular rate \$210–\$250 depending on vehicle type)

The selected package at enrollment becomes the "Base Package" for this Agreement.

2. Eligibility & Enrollment

Member becomes eligible for the VIP Membership immediately after purchasing and receiving one (1) Base Package detail. Enrollment must occur within 30 days of that service date.

3. Membership Fee & Payment Terms

1. **VIP Rate:** Member pays 50 % of the current retail price of the Deluxe Package for each recurring detail.
2. **Pre-Payment Requirement:** Members must pay the full VIP membership amount upfront for all three months at the time of enrollment. This payment covers one detail per calendar month over a three-month period.
3. **Due Date:** Full payment is due immediately upon enrollment and must be received before any service is scheduled.
4. **Non-Refundable Terms:** Once the first detail is completed under this Agreement, the membership is non-refundable. If the Member chooses to cancel before the three-month term begins, they must pay the full retail price of the detail already received.
5. **Full Payment Commitment:** Member agrees to pay the full VIP membership price upon enrollment.
6. **Additional Charges:** Add-ons (e.g., pet-hair removal, excessive soil, odor treatments) are billed at standard rates and are not included in the VIP Rate.
7. **Method of Payment:** Cash, debit, or credit card. Card transactions incur a 3 % processing fee.



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4. Term & Automatic Renewal

- Each Service Block covers **one (1) detail per calendar month** for three consecutive months.
- The Agreement does NOT auto-renew after three-month terms, if the customer wants to auto-renew they must pay for an additional 3 months with a new contract **AFTER THE LAST DETAIL ON THE MEMBERSHIP** to continue paying the membership price.

5. Scheduling & Member Responsibilities

1. **Member-Initiated Booking:** Member must contact Company **no fewer than 10 days** before the desired service date to schedule each monthly detail. Slots are subject to availability.
2. **Access Requirements:** Members must provide safe, legal access to the vehicle and adequate space for service.
3. **Preparation:** Remove personal belongings and secure valuables prior to service.
4. Failure to schedule a service within the applicable month **does not** entitle Members to a refund or credit.

6. Cancellation & Rescheduling

- **Member:** A **48-hour notice** is required to cancel or reschedule a booked appointment without incurring a penalty. Cancellations made less than 48 hours in advance may result in a **\$50 late-change fee**.
- **Company:** Company may reschedule due to severe weather or unforeseen circumstances and will offer the next available slot.

7. Termination

Company may terminate this Agreement for non-payment, repeated late cancellations, or misuse of membership benefits. Members may terminate with written notice; however, the membership is **non-refundable once the first detail is completed**. If termination occurs after the first detail but before the full term concludes, Member is **responsible for the full Base Package retail rate** for any services rendered and forfeits the VIP rate.

8. Limitation of Liability

Company's liability is limited to the amount paid by Member for the current Service Block. Company is not responsible for pre-existing damage or mechanical issues.