

Membership Terms, Conditions, & Agreements

Membership

KurlCulture KC Memberships is a monthly loyalty membership offered by KurlCulture KC to our most valued customers. When purchasing a KurlCulture KC Membership, the customer

acknowledges that the terms

and conditions of said membership is recognized as a binding contract between the client (also known as member) and KurlCulture KC (also known as KCKC). KurlCulture KC membership rights and benefits are to begin when a member has physically signed the form of the terms and conditions and has purchased a membership and have paid the enrollment fee.

A Membership at KurlCulture KC entitles each member to a variety of benefits limited to its tier only. KurlCulture KC reserves the right to change terms and conditions, adopt additional rules, adjust regulations, alter policies, modify procedures, and or terminate Memberships. Changes to

the membership programs by KCKC can take place at any time without a prior notice. By participating in this membership program, the member agrees to these terms and conditions, rules, and regulations. Members are responsible for remaining knowledgeable about KCKC's terms and conditions.

Membership Tiers (Check One)

Basic: \$199.99 per month

- 2 appointments per month
- 1 free deep condition and 1 free trim per month
- Silk press & Medium sized twists/twist outs included.
- 10 % off all other natural styles only

Exclusive: \$299.99 per month

- 3 appointments per month
- Unlimited trims and deep condition
- Silk press & Medium sized twists/ twist outs included.
- 20% off all other natural styles only

VIP: \$349.99 per month

- 3 appointments per months
- unlimited trims and deep condition
- Silk press, Rod sets, & Medium sized twists/ twist outs included.
- 1 scalp therapy per month
- 20% off all other natural styles only

Membership Expense

The KCKC Loyalty Membership is a monthly membership with three individual tiers and individual set prices. The monthly membership fee for the "Basic" Membership, is \$199.99 per month. The monthly membership fee for the "Exclusive" Membership is \$299.99 per month, and \$349.99 per month for the "VIP" membership. The monthly membership fee is due at the time of sign up with a card saved in file. There is an additional \$100 enrollment/service charge fee due upon signing up for the desired membership program. Once a membership is purchased, the monthly fee will be charged automatically and on the same day of the month that the original membership was made. The Member agrees and understands that the Member's credit card will automatically be charged the appropriate monthly fee for the Member's Membership. It is the responsibility of the member to update KCKC of any changes to the billing information.

\$10 gratuity are automatically charged per service for each membership. Additional gratuity may be added at member's discretion.

Membership Communication

Members agree that it is solely the members responsibility to communicate all personal and requested changes to their membership via call or text: 816.299.1466 or via email: kurlculturekc@gmail.com according to agreed deadlines. Members agree to allow KCKC to communicate via email, call, text, or through external websites and social media platforms. KCKC may use these channels to communicate with Members about account status, membership changes, altered policies, special offers, promotions or other matters KCKC believes to be of interest to the member.

Membership Appointment Booking and Cancellation Policy

Members are responsible for keeping up with booked appointments on scheduled dates visible in their client portal, reciet, and email notifications. Members are permitted to book up to 8 appointments in advance based upon availability. All appointments must precisely match the requested services for the designated date, no service changes allowed within 48 hours of scheduled appointment time. Members can reschedule or cancel appointments, provided it is done 48 hours or more before the original scheduled appointments time. Failure to cancel or reschedule before the specified 48-hour period will result in a 50% late cancellation fee, automatically applied to the original service cost. A 10-minute grace period is granted for timely arrivals. After the 10-minute grace period, a \$10 late fee is applied for every subsequent 5 minutes. If 15 minutes late, the appointment will be canceled, and a 100% service charge of the original service cost will be automatically applied. In the event of nonpayment, members declining to clear any outstanding balances may face service restrictions, risk termination, and potential legal consequences.

Membership Limitations

No other discount can be used with the KCKC Loyalty Package Membership. Membership benefits are nontransferable and can only be used by Members. To redeem membership services, membership must be current and active at all times. In the case of a declined payment, a 10% service charge will be applied.

Membership Termination

The Membership program has a 6-month guarantee commitment. The Member has 7 days after signing up to cancel without a penalty. If the Member terminates their membership before the 7-day grace period, the Member will be refunded the difference from the scheduled services of the initial appointment the membership was created on. After the 7 days, Members cannot terminate their membership until after the first 6 months are complete. To terminate your membership please provide your full name, phone number, and the date you'd like to terminate your membership. Unused Membership benefits cannot be redeemed. Terminating your membership before completing the 6-month commitment will result in one full payment of the remaining balance for the remaining months. After the 6-month commitment is complete, the member will be eligible to terminate their membership. It is the responsibility of the Member to notify KCKC of termination 14 days prior to the billing date. If KurlCulture KC terminates a membership prior to the 14-day notice period, either by members request or by KCKC discretion, the Member's card will not be charged for the next billing period and the terms applicable to the canceled Membership will apply. Terminating your membership after the 14-day notice period will result in a nominal late termination fee equivalent to 50% of the regular monthly membership cost. The Member agrees and understands that the Member's credit card

will automatically be charged the appropriate monthly fee for the Member's Membership balance. In the event of nonpayment, members declining to clear any outstanding balances may face service restrictions and potential legal consequences. On the date of termination, past member will forfeit all membership associated benefits. To reinstate your membership, you will undergo a new enrollment process for the new selected membership.

Membership Freeze

Members may pause or freeze their Membership after the 3-month guarantee commitment has been completed. During a membership freeze a nominal fee equivalent to 25% of the regular membership cost will be applied. To freeze membership, Members must notify KCKC at least 14 days prior to the billing date that the Member would like to freeze their Membership. The Member's card will be charged for 25% of the membership cost and the terms applicable to the frozen Membership will apply. The freeze period is one single period of 30 days unless otherwise communicated via email or text. Once the requested freeze period is complete, Membership will automatically unfreeze, and Members will automatically be charged approximately on the same day of the month that the original membership was made. To extend your freeze period, member must request an additional freeze period prior to the 14-day notice period. Failing to meet the 14-day notice period to extend your freeze will result in membership freeze request being rejected and the full membership cost for the upcoming month will be applied. No exceptions. The Member agrees and understands that the Member's credit card will automatically be charged the appropriate monthly fee for the Member's Membership during the freeze and once the Membership freeze is complete.

It is the responsibility of the member to notify KCKC to extend their Membership freeze or to terminate their Membership at least 14 days prior to membership freeze renewal. Members are allowed to freeze their Membership up to a total of 3 months per year. Members must freeze or terminate Memberships via phone by text or email only. To freeze your membership please provide your full name, phone number, and the date you'd like to freeze or terminate your membership. Unused Membership benefits cannot be redeemed. In the event of nonpayment, members declining to clear any outstanding balances may face service restrictions and potential legal consequences. During membership freeze, member will forfeit all membership associated benefits.

Payment Authorization

Members agree that Memberships must be terminated via text, email, or by a written statement only. Members agree that a new contract must be signed for any changes in membership or billing information.

Member agrees that Membership fees will recur monthly automatically and on the same day the original purchase was made until canceled by the Member. Member agrees that by proceeding with the KurlCulture KC Membership contract that the member acknowledges, understandings, and agrees with a written signature the terms and conditions in its entirety. For questions about these terms, conditions, and agreements, you may contact KurlCulture KC at kurlculturekc@gmail.com or contact the salon (816)299-1466.

Signature / Date: