

## Membership Terms, Conditions, & Agreements

### **KurlCulture KC-Kurlie Collective**

Our membership is a 3 month term membership that automatically renews quarterly; offered by KurlCulture KC to our most valued customers.

When purchasing a KurlCulture KC-Kurlie Collective 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-Kurlie Collective 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 and prices, modify procedures, and or terminate Memberships at any time.

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:**

**ALL MEMBERSHIPS: All members in each membership will receive a pink team Kurlie polo upon enrollment, receive 10% off 2 products per month, receive one complimentary ticket to one kurlie event per year. Memberships operate on 3-month terms. At the start of each new 3-month term, a quarterly renewal fee is automatically charged. This fee covers administrative costs, surcharges, and continued access to membership benefits. The quarterly fee recurs every 3 months for as long as the membership remains active.**

### **Circle ONE**

#### **Tier 1:**

#### **Kurlie Essentials: \$249.99 per month (\$355 Value)**

- 1 appointment- any natural style except mini twists
- 1 restorative hair treatment
- 1 scalp scrub
- 1 trim
- Or mini twist only - passed shoulders results in additional charge

#### **Tier 2:**

#### **Kurlie Luxe: \$359.99 per month (\$445 Value)**

- 2 appointments-any natural style (stitch braids can be chosen only once, not back to back)
- Or 1 mini twists

- 1 restorative treatment
- 1 scalp scrub,
- 1 trim

**Tier 3:**

**Kurlie Reset 1: \$399.99 per month ( \$445 Value)**

- 2 appointments- any natural style (stitch braids vary based on scalp condition and can be chosen only once, not back to back, NO mini twists)
- 2 specialized scalp care treatments
- 1 restorative treatment
- 1 trim

**Tier 4:**

**Kurlie Reset 2: \$499.99 per month (\$760 Value)**

- 3 appointments- any natural style (stitch braids vary based on scalp condition and can be chosen only once, not back to back, NO mini twists)
- specialized scalp care treatments as needed
- 2 restorative treatments
- 1 trim

**Initial:** \_\_\_\_\_

**Membership Startup & Expense**

The KCKC Kurlie Collective is a quarterly membership with 4 individual tiers and 4 individual set prices. There is an additional **enrollment fee** due upon signing and **renewal fee** due at the beginning of each quarterly term based on the desired tier program.

The monthly membership fee for “**Kurlie Essentials**”, is **\$249.99** per month. The monthly membership fee for “**Kurlie Luxe**” is **\$359.99** per month. The monthly membership fee for “**Kurlie Reset 1**” is **\$399.99** per month. The monthly membership fee for “**Kurlie Reset 2**” is **\$499.99** per month.

**The first months, membership fee and enrollment fee is due at the time of enrollment with a card saved on file.** Once a membership is purchased, the monthly fee will be charged automatically and approximately on the day of the month that the membership was purchased. The membership period runs from the 1st through the 30th of each month regardless of enrollment date, keep this in mind when enrolling, as appointments do not roll over and the membership fee is not waived for unused services.

The Member agrees and understands that the Member’s credit card will automatically be charged the appropriate monthly fee for the Member’s Membership on or approximately on the day of the month the membership was created, also known as, billing date. The Member also agrees and understands that the Member’s credit card will automatically be charged the quarterly renewal fee every 3 months. It is the responsibility of the member to update KCKC of any changes to the billing information.

Late or declined payments will result in a \$25 late payment fee. In the event of nonpayment, members declining to clear any outstanding balances may face service restrictions, risk termination, and potential legal consequences.

**Bonus: Pay for the first 3 months of your membership in advance and you'll receive a FREE KurlCulture KC hoodie. Pay for the first 6 months of your membership in advance, and you'll receive a FREE KurlCulture KC hoodie or T-shirt and have your enrollment fee waived.**

**Gratuities:**

An additional gratuity is automatically charged to the card on file per appointment for each member. Please select which gratuity amount. Additional gratuity may be added any time at member's discretion. **Initial one.**

Amount 1: \$10	_____	10%	_____
Amount 2: \$15	_____	15%	_____
Amount 3: \$20	_____	20%	_____
Amount 4: \$25	_____	25%	_____

**Membership Limitations**

No other discount can be used with the KCKC Membership packages. **Membership benefits are non transferable and can only be used by the Member on file.** That includes member services, promotional discounts, discounts codes, and any other member related perk. Sharing of member benefits may result in immediate member termination. Members unused appointments cannot transfer over to the following month. **Unused benefits cannot be refunded and cannot receive any form of credit to use at a later date.** To redeem membership services, membership must be current and active at all times. In the case of a declined or late payment, a \$25 late fee will automatically be applied.

In the event of nonpayment, members declining to clear any outstanding balances may face service restrictions, risk termination, and potential legal consequences.

**Initial:** \_\_\_\_\_

**Membership Communication**

**Members agree that it is solely the members responsibility to keep their appointments current and accurate with 24 hour access to their own personal client portal.** All members agree to create a client portal with username being the email used on file and private password. If members need to communicate with KCKC all personal and requested changes to their membership may be requested via call or text: 816.299.1466 or via email: [kurlculturekc@gmail.com](mailto:kurlculturekc@gmail.com). **However it is the full responsibility of the member to ensure all modifications are made according to agreed deadlines by accessing their client portal.**

**Members agree to not use social media or any other external social media channels to communicate with KCKC regarding their membership.** KCKC may use the channels provided to communicate with Members about account status, membership changes, altered policies, special offers, promotions or other matters pertaining to what KCKC believes to be of interest to the member. Members agree to allow KCKC at least 48 hours to respond to all requests made via email, call, or text.

Initial: \_\_\_\_\_

### **Membership Appointment Booking & Arrival**

Members receive a notification via email for all scheduled appointments 72 hours prior to scheduled appointment. Members are responsible for keeping up with scheduled appointments visible in their client portal, email, and text notifications. **Members agree to be opted in text and email marketing to be able to receive important information pertaining to their membership.**

Members are permitted to schedule 3, 6, or 9 appointments in advance depending on their membership tier. All appointments must precisely match the requested services for the designated date. **No service changes allowed within 48 hours of scheduled appointment time. Members are required to schedule, reschedule, and cancel appointments online through their 24 hour access client portal.** Members may also schedule appointments in the salon if salon availability allows.

Members agree to be on time to all appointments. **A 5-minute grace period is granted occasionally for late arrivals. After 2 consecutive late arrivals a \$10 late fee is applied for every subsequent 5 minutes.** If 15 minutes late, the appointment will be canceled and charged the full service cost or altered based on KCKC team members discretion. **In the event the appointment is canceled due to a member being late, 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.

Initial: \_\_\_\_\_

### **Membership Rescheduling, & Cancellation**

Members can reschedule, cancel, and reschedule appointments, provided it is done 48 hours before the original scheduled appointment time. No Exceptions. Members have access to reschedule, cancel, and reschedule appointments through their client portal. **All rescheduled appointments are subject to availability. In the event that there is no availability to reschedule, you may be added on the waitlist. In the event that no openings become**

**available the appointment will be forfeited.** For this purpose, ensure you're confident in your availability before scheduling a time slot.

**Members may cancel appointments with a minimum 48-hours' notice before scheduled appointment time to prevent accruing extra charges.** Members must cancel, reschedule, and schedule all appointments when outside of the salon through their client portal. Failure to cancel an appointment before 48 hours of the scheduled appointment time will result in a service charge. No Exceptions. Canceling 24-48 hours of scheduled appointment time will result in a 50% service charge, automatically applied based on the original service cost. Canceling an appointment 0-24 hours of scheduled appointment time will result in a 100% service charge automatically applied based on the original service cost. In the event of a no call no show or any formal communication after 48 hours post appointment regarding the missed appointment, this will result in immediate membership termination, forfeit of any future privileges of being serviced at KurlCulture KC, and remainder balance of membership term to be paid in full. In the event of nonpayment, members declining to clear any outstanding balances may face service restrictions, risk termination, and potential legal consequences.

\*In the event that earlier or later availability becomes available, KCKC may reach out to reschedule a member's appointment. Members have the option to decline KCKC's request for rescheduling. If a member agrees to the new date and/ or time, they are responsible for attending the newly scheduled appointment and adhering to that commitment as well as all membership policies.

**Initial:** \_\_\_\_\_

### **Membership Freeze**

**Members may pause or freeze their Membership after a 3 months commitment has been completed.** During a membership freeze a nominal fee of **\$25** per monthly freeze will automatically be applied as a deposit to maintain appointments. During membership freeze, members will forfeit all other membership associated benefits. **To freeze membership, it is the responsibility of the Members to notify KCKC at least 14 days prior to the billing date with the freeze term.** The Member's card will not be charged for the next billing period and the terms applicable to the frozen Membership will apply.

Members are permitted up to a total of 60 days to freeze per year. A freeze term is one single month of 30 days. The freeze term will begin on the 1st of the month and end on the 30/31st of the same month. Membership will automatically unfreeze, and Members will automatically be charged on or approximately on the membership's billing date. To extend your freeze, members must request an additional freeze term at least 14-days prior to billing date. Once the requested freeze term is complete, Failing to meet the 14-day notice period to extend your freeze will result in membership freeze requests 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.

**Members must freeze Memberships via phone by text, call, or email only.** To freeze your membership please provide your full name, phone number, and the billing date you'd like to freeze 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.

Initial: \_\_\_\_\_

### **Membership Termination**

**The Kurlie Collectives program has a 3-month guarantee commitment.** The Member has a 24 hour period to terminate without a penalty. If the Member terminates their membership before the 24 hour grace period, the Member will be refunded the difference from the scheduled services of the initial appointment the membership was created on or the membership fee. After 24 hours of purchase, Members cannot terminate their membership until after the 3 month term is complete. To terminate your membership please provide your full name, phone number, and the date you'd like to terminate your membership. **Members agree that Memberships must be terminated via text, email, or by a written statement only.**

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 membership 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 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 members will forfeit all membership associated benefits. To reinstate your membership, you will undergo a new enrollment process for the new selected

membership. **Members agree that Memberships must be terminated via text, email, or by a written statement only.**

**Initial:** \_\_\_\_\_

**Payment Authorization**

Members agree that a new contract must be edited and signed for any changes in membership.

**Members agree that Membership fees will recur monthly, automatically, and approximately on the same day the original purchase was made, also known as billing date, until canceled by the Member or KCKC.** Members agree that by proceeding with the KurlCulture KC Kurlie Collectives Membership contract that the member acknowledges, understands, and agrees with a written signature the terms and conditions in its entirety from pages 1-7.

For questions about these terms, conditions, and agreements, you may contact KurlCulture KC at [kurlculturekc@gmail.com](mailto:kurlculturekc@gmail.com) or contact the salon (816)299-1466.

**Signature / Date:** \_\_\_\_\_