

## Membership Terms, Conditions, & Agreements

### KurlCulture KC Memberships

Our membership 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 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 (Circle One)

#### Tier 1:

#### **Kurlie Essentials: \$249.99 per month (\$295 - \$355 Value)**

- 2 appointments per month
- 1 deep condition
- 1 trim per month
- 1 scalp scrub per month
- Silk press & Medium sized twists/twist outs included
- Can schedule up to 4 appointments

#### Tier 2:

#### **Kurlie Luxe: \$389.99 per month (\$400 - \$545 Value)**

- 3 appointments per month
- 1 deep condition or steam treatment
- 1 trim per month
- 1 scalp exfoliation or scalp scrub
- Silk press, Medium sized twists/ twist outs, rod sets included.
- Can schedule up to 8 appointments
- Priority waitlist appointments

**Signature:**

## **Membership Startup & Expense**

The KCKC Loyalty Membership is a monthly membership with two individual packages and two individual set prices. There is an additional **\$100 enrollment fee** due upon signing up for the desired membership program.

The monthly membership fee for “**Kurlie Essentials**”, is **\$249.99** per month. The monthly membership fee for “**Kurlie Luxe**” is **\$389.99** per month.

The monthly membership fee and enrollment fee is due at the time of sign up with a card saved on file. Once a membership package 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 on a 31 day cycle from the date of purchase.

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. 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 \$10 gratuity is automatically charged to the card on file per service for each member. Additional gratuity may be added at member’s discretion.

### **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. Members unused appointments cannot transfer over to the following month. 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.

## **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 not use social media or any other external 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, text.

## **Membership Appointment Booking & Arrival**

Members receive a notification via email for all scheduled appointments. 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 book 4 - 8 appointments in advance depending on their membership package. 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 able to schedule appointments online through their client portal, in salon, or by contacting the salon by phone or email.

A 5-minute grace period is granted for timely arrivals. After the 5-minute grace period, a \$10 late fee is applied for every subsequent 5 minutes. If 15 minutes late, the appointment may be canceled 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.

## **Membership Rescheduling, & Cancellation**

Members can reschedule appointments, provided it is done 48 hours before the original scheduled appointment time. Members have access to reschedule appointments through their client portal or by contacting the salon via email, call, or text. Appointments rescheduled less than 48 hours of the original appointment time must be confirmed by KCKC. No Exceptions. 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. Members must contact the salon by phone only to cancel any appointments. Failure to cancel an appointment 24-48 hours before the scheduled appointment time will result in a 50% late cancellation fee, automatically applied based on the original service cost. Canceling an appointment 0-24 hours of scheduled appointment time will result in a 100% late cancellation fee, automatically applied based on the original service cost. 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.

### **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 \$75 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.

The freeze term is one single term of 30 days from the membership billing date. When extending your freeze, members must request an additional freeze term prior to the 14-day notice period. Members are permitted up to a 3 term freeze per year. Once the requested freeze term is complete, Membership will automatically unfreeze, and Members will automatically be charged on or approximately on the membership's billing date. 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.

## **Membership Termination**

The Membership program has a 6-month guarantee commitment. The Member has a 7-day notice period to terminate 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. **Members agree that Memberships must be terminated by only contacting the salon directly.**

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.

## **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 Membership contract that the member acknowledges, understands, and agrees with a written signature the terms and conditions in its entirety from pages 1-5.

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:**