



From the Desk of CEO, Jaimie O. Allums

Hello Loves,

Jaimie, here! I first want to say Thank You! The past 4 years serving you has been so energizing. I, and the V-Spot Team look forward to serving you for many more years. The purpose of this letter is to personally inform you of some exciting changes happening right at your local V-Spot! We have been quite candid about our recent travels, meetings, and new developments. As our journey to global expansion progresses, there are a few changes, many that will go into effect as early as May 1<sup>st</sup>.

We have been asked to travel to conduct classes, speaking engagements, spa business consulting, and to service notable clients out of state! I am still floored by how God has taken us from a small turnkey house on Youree, to negotiating contracts! Thank you for being apart of our story! The following changes and new implementations will help you continue to support your favorite spa!

**We are by appointment Only**

We are an exclusive Salon and Spa and cater to comfort. We afford the Luxury of "By Appointment Only" to our clients. We have multiple ways you can contact us.

1. Feel free to call our facilities at 318-564-3467. This landline rings directly to our salon floor.
2. Any of our Social Media Sites
  - Facebook- [www.facebook.com/lovehnd](http://www.facebook.com/lovehnd)
  - Instagram- [www.instagram.com/lovehndvspot](http://www.instagram.com/lovehndvspot)
  - Twitter-
3. Our website, [www.LAVSPOT.com](http://www.LAVSPOT.com), has a contact form. We'd love to hear from you.

Please Note, doors will be locked between each client to cut down on interruptions.

*ABSOLUTELY NO WALK-INS FOR ANY REASON.*

\*Servicing our clients and giving excellent customer service is our priority. When calling, if no answer, please leave a message and someone of our team will respond within 24-48 hours. You may also use any of the previously mentioned avenues of communication. Please keep this 24-48 hour contact policy in mind when submitting any questions or concerns. Same day appointments are not available.

**SPOT**  
Body Lounge Salon and Spa



# Dear New Clients:

1. We will have "New Client Weeks". There will be a calendar posted on our website and social media sites letting you know the days we will be accepting new clients! You will have the opportunity to become apart of our V-Spot Family at this time and schedule appointments just like our V.Club/Loyal Clients. During this week, new clients are able to accumalte points just like loyal clients. These points may be used during the new client weeks only. Once you visit atleast 3 times in a calendar year, then you automatically become a V-Club member.
2. We are also committing to 1-2 public events a month. Everyone is welcome to our events! And, if I do say so myself, we have some pretty awesome events that you will want to come to! They range from hair tutorials, to yoga, and even some great things for our Gentlemen (Beer and Beards, anyone?). We're teaming up with some amazing business around us to make sure we are not only building ourselves and our clients, but that we support the community that has given so much to us!
3. Any group wanting to schedule a V-Spot Experience Spa Event (6 or more guest), please us leave a message on any of our contact avenues with Name, Telephone Number, desired date (Must be at least 3 weeks in advance). It will be sent to our Special Events Coordinator, Trinda Gay.
  - We have had an influx of our 'Experience' events in the past year. We have further invested in our Special Event Coordinator by supplying continued education! We have new themes, menu choice, party favors, personal touches, and décor. We are dedicated to continuing to make your Bridal/Bachelorette, "Girls Night Out", or Just Because it's Tuesday spa party an event your guest will not soon forget!
4. New Clients can enroll in our V2 Membership account for instant membership to our V-Club. Membership accounts are \$250/month. They include a monthly service package(2-4 services a month), freebies, discounts, and best of all you are apart of the V-Spot family! Forget waiting on New Client Week or only coming in for public events! Your membership gives you access to all the benefits of our loyal clients, instantly.

## LASTLY...

**Service Offerings:** As we make way for the new branches of our brand, we have taken some services off of our menu, immediately. If viewing our service from our website, those are the latest offerings. No need to call in or question if something you see there is available. Our service menu, however is not so easy to change. We ask for your understanding when you inquire about these services. We do not plan on adding any of these services back, nor are we hiring service providers for these deleted services and/or any of our current offerings.

*"We understand that with change comes opposition. As CONQUERS in every area of our life, we encourage you to accept change for exactly what it is: Growth"*

We look forward to continuing the amazing service you are used to, and thank you for your patronage through the years.

# https://

Speaking of websites, did you know you can schedule your appointment right from our website? We've made it even easier to view and schedule appointments online. By visiting our website and clicking "Schedule your Appointment", you have access to our available appointments and service offerings. In order to schedule, you do have to register a few pieces of basic information (Name, Email, Phone Number, etc.). If you notice at our booking site, it shows "https", which indicates anything you enter, is secure and confidential. Your information is as important to me as I view my own. We will never use that information outside of the purposes set in our terms and conditions.

## Big News

### We're Moving to a Membership-based Salon and Spa

This is one of our biggest changes! I am happy to announce that our Esthetic Services (which include all of our offerings, except hair) are to capacity with clients! 96% of our scheduled clients are on set schedules and receive 3-5 services each visit. Week in and Week out! This has been the heartbeat of our operations.

*"To all of our loyal clients, we are forever indebted to your kindness. We know you have a choice in where you choose to relax, and we appreciate that you choose to spend your relax time with us!"*

I've put together a few Love Letters to explain what this new structure means for each of our clients

**Dear Loyal Client:** We are launching our V.Club program/Point System to reward our loyal clients! If you are one of the 1576 clients within our database, and have been served at least 3 times within the last (1) calendar year then you are automatically a V-Club member. You will receive V-points each time you are served. These points can be redeemed for discounts, free services and products, free event admission, and other amazing perks.

**Dear New Clients:** We have found solutions to make sure everyone can enjoy us, while yet continuing order, excellent customer service (no double booking or over crowded waiting area, EVER), and an enjoyable atmosphere. Below, find the good news prepared JUST FOR YOU!

**Dear Luxury Hair Clients:** As of now, we still have availability for New Clients on our salon floor. This is changing very rapidly. New clients may schedule hair appointments by calling 318-564-3467 or by sending an appointment request through our website or any social sites. Someone will contact you to complete your request. Please note, all appointments require a credit card to secure your appointment time and date. Sending a request is not an appointment confirmation.

