

Grace Your Face Membership Terms and Conditions

1. Benefits of membership

Welcome to the Grace Your Face VIP membership!! We are thrilled to have you as part of our exclusive membership community. As part of the Grace Your Face VIP membership, you will have access to exclusive discounts, exclusive pricing, special offers and events, and so much more!

For \$99 each month, you will bank your funds to be used on any treatments or retail products at Grace Aesthetics and Wellness. This membership also includes a 10% discount on all retail purchases as well as Botox pricing at \$13 per unit while your membership is active.

Additional membership benefits will be announced through email, text, website, social media, and promotional items in our office.

- a. Pricing is subject to change: This membership does not lock in specific pricing for any member, service, retail, location, etc. All pricing in our practice are subject to change. Any changes to membership benefits will be shared in writing to our Grace Your Face members.

2. Enrollment

In order to become a Grace Your Face VIP member you are required to formally enroll in our program. Your personal information, payment information, signed consent of the terms and conditions, as well as your photo identification will need to be collected and stored in our secure medical records and practice management system.

- a. Our Privacy Promise: We promise to keep your information secure and private. Your personal information will not be shared outside of the consent to process payment and your HIPAA designated representative. Should you have concerns or questions about your privacy, please speak to our Office Manager.

3. Enrollment fee & prorated start

Payment for the first month of the membership is due on the day of enrollment. All future **payments will be charged to the card on file on the 1st business day of each month.** You will have full access to the membership benefits immediately upon enrollment. Access to the membership benefits are guaranteed so long as you remain in good standing, including but not limited to monthly payments and paying any remaining balance at your visit.

- a. Prorated Start: If you enroll before the 10th of the month, you will be charged for the full month. Should you enroll after the 10th of the month, your 1st month is prorated to \$50 and is due at enrollment.

4. Offers & Discounts may not be combined

It is the policy of Grace Aesthetics and Wellness that we do not allow offers or discounts to be combined. This is the policy for our Grace Your Face VIP members as well. In the event that two

offers or discounts are eligible at the time of purchase, the member will have the option to choose which discount is most beneficial and have it applied. At no time will double discounts, price matching, vendor coupons, multiple specials be combined with VIP discounts. It is at the discretion of Grace Aesthetics and Wellness ownership and management to allow vendor specific discounts, promotions and rewards programs to be redeemed. The practice is under no obligation to honor these discounts in conjunction with member benefits.

5. Minimum membership commitment

Your exclusive **Grace Your Face VIP membership is for a minimum of 12 months**. At such time that your membership's initial 12 month period commences, your membership continues on a month to month basis unless terminated in writing by either party. (See Cancellation Policy). Cancellation prior to the 12 months is subject to fees, penalties and loss of member benefits.

6. Memberships/Benefits may not be shared or transferred

All benefits, discounts, promotions, etc that are available to Grace Your Face VIP members may not be shared, transferred or rolled over at any time during or after membership is terminated. All benefits are redeemable only to the patient named on the enrollment. Benefits may not be applied toward gift cards.

7. Payment / Payment Processing Processing

An active card on file is required for membership. Your account will be billed on the 1st of each month. By signing, you agree that your payment of \$99 will be automatically withdrawn every month on the 1st of the month. You may not move, stop or delay payments, by doing so your membership may result in a permanent or temporary cancellation. You authorize Maryland Aesthetics and Wellness to charge your card monthly.

If the available funds in your membership bank are not sufficient to cover the cost of your treatment being done, you will be required to pay the remaining balance the day the treatment was performed prior to leaving the office. Your monthly membership payment will be added to your available membership bank funds to use at any time while your membership is active. Payments may not be split between two cards.

a. I don't have a credit card. Can I still be a member? Grace Aesthetics and Wellness will allow potential members who do not have a credit card to purchase a 1 year membership in cash. The member will be required to pay all 12 months of membership in full at the time of enrollment. The benefits will not automatically renew for these members. They will need to provide card information, or pay in full for the next year of membership at the time of renewal.

8. Unsuccessful payments

In accordance with applicable law, the first attempt to collect any fee under this agreement is unsuccessful. We may make additional attempts to collect from any / all payment methods you provide use, and a \$25 service fee will be applied for each instance we submit or re-submit such payment request and it is returned uncollectible for any reason including but not limited to: insufficient funds, expired or canceled payments, overdrafts or closed accounts. We are not

liable for any fees charged by your financial institution in the event a payment request is returned uncollectible. Failure to pay your balance will result in backpaying for any payments missed and termination of account.

9. Financial Responsibility Policy

As a Grace Your Face VIP member, it is each member's responsibility to ensure that their membership fees are paid. Grace Aesthetics and Wellness is not responsible for any fees incurred by members from their credit card or processing fees. Should a credit card payment be declined for any reason, the member will have 10 days to supply new credit card information and pay their membership fees or their membership will be canceled. Should membership be canceled due to failure to pay, your account will be subject to fees for early termination and re-enrollment fees if applicable. Any member who chooses to process a dispute with their credit card company for valid membership charges which they have consented to will automatically be terminated from the membership program and have termination fee charged to their patient account.

10. Cancellation Policy

Grace Aesthetics and Wellness VIP members can choose to cancel their membership at any time by submitting a written cancellation request to Grace Aesthetics and Wellness. Cancellations occurring within the first 12 months of membership are subject to cancellation fees (see item 11.) Cancellation requests received prior to the 15th of the month will be terminated effective the 30th/31st of that same month. Cancellation requests received after the 15th of the month will be charged for the next month in full, and will receive benefits in that month. Termination will be effective the 30th/31st of that final payment month. Access to remaining banked funds to be used on treatments or retail products at Grace Aesthetics and Wellness will be available for 3 months after the cancellation date.

11. Cancellation Fees

Cancellations occurring within the first 12 months of membership are subject to cancellation fees totaling \$199. Cancellations after the initial 12 months will not incur any cancellation fees, but will be responsible for paying all membership fees that are currently due in accordance with the above cancellation policy. Any questions regarding cancellation policy or fees should be addressed with the Office Manager.