



## VIP Membership Contract

### **Our Mission:**

Molly's Massage and More is dedicated to being a haven of tranquility, refocusing stress into positive energy by providing an experience that "makes a difference" in our guest lives. We are committed to on-going training, which shows in our quality of service we provide on a consistent daily basis. Most important is our firm belief that touch was never meant to be a luxury. We want you to sparkle and shine!

Physical - what Belinda does, soothes sore muscles

Emotional - allows mind and body to relax in tranquil environment

Logical - competitive prices

### **Our Goal:**

To help you feel and look your best while helping you to establish a better health regime! We offer affordable pricing and talented employees. Beauty is priceless...

### **Membership Obligations:**

Membership is for one full calendar year (365 days). (Define one full year from the date you sign up or state that it is from January to December) and can be used only by the individual who has paid for our services. Discounts are listed on the account. Membership price/service are subject (discretion of owner and management) to change without notice.

- Replacement card (Membership cards) will cost \$27.00.
- Each person must show proof that they are who they say they are, when getting enrolled in to membership by bringing in one of the following items:
  - Mail, check stub, driver license, water bill, utility bill.
- Member must provide a credit/debit card and state ID to receive discounts (required at all times).
- Molly's Massage & More (TRIPLE M) cancelation policy applies to everyone enrolled in membership.
- Membership can be paid monthly from credit/debit card. NO CHECKS will be accepted, effective (1/01/16).
- **Members will receive one verbal warning about their misconduct with our polices before termination of membership. Termination fees starting at \$1,128+ will apply for misconduct.**
- Membership obligations will be signed every year following VIP to remind you of your benefits.

- You must book all appointments no later than five (5 ) days before the end of each month to void any fees.
- Membership holders have the choice to book any or all wanted appointments before they leave for their next month.
  - Molly’s Massage & More (TRIPLE M) will not be responsible for contacting membership holder to book next month obligation.
- Molly’s Massage & More (TRIPLE M) holds the membership holder listed 100% responsible for booking online through “Molly’s app” (which can be downloaded in Google or Apple store “Molly’s Massage & More”) or by messaging via text, messenger or email.

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- Missing the agreed upon monthly obligation of our services or failing to book your appointment five (5) days prior to the end of the month without proper notice (i.e. email/phone call/in person/in writing) will result in the processing of a payment for services received the month before plus your monthly fee if you pay month to month for your membership or membership obligations for the next calendar year, whichever comes first by using the card on file. Molly’s Massage & More (Triple M) may take this as an early termination and fees will be applied to the card on file. Please see Early Termination.

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- If for some reason, a member is unable to meet their membership obligations due to health problems, that member will be required to provide written proof from a physician via email or mail. It must be submitted within 10 days of the first diagnosis and include your physician’s name and contact information. With this membership, your health is important to us and by providing the proper proof, we will be willing and able to cancel your membership.

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- A \$50.00 fee will apply to any payment that is returned to Molly’s Massage & More (Triple M). A text message or an email will be sent out with proof of returned payments. It is important to figure out the hiccup so your service doesn't get interrupted. You must be in good standing with Molly’s Massage & More (Triple M) before your next month’s service appointment or early termination fees will apply, along with returned payment fee.

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- All membership holders are required to keep a valid credit/debit card on file. If you fail to update the card information, Molly's Massage & More (TRIPLE M) will send an email asking you to update the information. Failing to respond will result in termination of membership and all remaining fees will be applied.

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#### **Rewards Program:**

- **When accruing rewards and/or earning incentives, these cannot be used in place of, or in conjunction with payment for outstanding membership obligations or accrued fees.**
- **They cannot be used in conjunction with membership obligations/specials/coupons that are already discounted for promotional items. Subject to certain restrictions, pending circumstances they are being redeemed for is up to management only.**
- **Earning your reward points is simple by doing any of the following:**
  - **Booking appointments online**
  - **Booking classes online**
  - **Making purchases**
  - **Referrals of a new client. Please ask for terms and conditions from a staff member or see on our website ([www.mollysmassage123.wixsite.com/mollys](http://www.mollysmassage123.wixsite.com/mollys)).**

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#### **VIP Benefits:**

- An Approximate 30%-44% discount applies to massage services only, all other service discounts remain at 20% off. Discount does not apply to enhancements.
- Unlimited appointments at same great price!
- Online booking with option to pay when you come in!
- **15% off gift certificates (second year locked in for life) (subject to change) at membership price!**
  - **Some restitution does apply. Please contact Belinda or Lucas.**
- VIP year locked-in massage prices (subject to change) are as follows for the lifetime of your membership (unlimited appointments at same great price):
  - Deep Tissue: 90 minutes \$128, 60 minutes \$95, 30 minutes \$52.50
  - Swedish Massage: 120 Minutes \$188, 90 minutes \$115, 60 minutes \$68.00
  - Swedish Hot Stone: 90 minutes \$149, 2 hours \$240.00
  - Aromatherapy Massage: Renewal pricing 60-90 minute appointments
  - Red Dragon: \$37.50 add-on, *(extra time of 25 minutes is added to is appointment)*
  - *60 Minutes Red Dragon Treatment :\$106*
  - Foot Reflexology: \$78
- You can miss two (2) months out of a calendar year because we understand vacation and/or traveling are very important!
  - Once the third month shows up, you must have an appointment booked 7 days before that third month starts or you lose your discount. Failure to notify us could

result in early termination fees. If you have add-ons, they must decide if they want to keep membership.

- Must have this in writing 30 days before skipping your month(s).
- Competitor matching coupons
  - Cannot be combined or used in conjunction with Groupon/Living Social/Black Friday deals or other discounts/specials.
  - You must bring proof of competitor's price/coupon with you or send it via text or email to:
    - Email: [Mollysmassage123@gmail.com](mailto:Mollysmassage123@gmail.com)
    - Text or Call: 608.560.5546
    - Text: 608.921.3424 (Emergency only person phone)
    - Facebook: @mollysmassage123
- Refer two (2) new people for Beauty Services: Receive \$10.00 off coupon to use. (*Coupon must be presented at time of service.*)
- Benefit sharing for up to eight (8) people.
- Retail products discount.
  - Does not include essential oils
  - TBD: 10% (Does not count towards aromatherapy products.)
- Get one product of Motives or TLS at distributor cost every three months (subject to change and restrictions may apply).

### **Sharing Benefits:**

We would love you to share your benefits with others because your health is important. Massage is a very beneficial tool to use. Here are some guidelines to share your benefits:

- Molly's Massage & More (TRIPLE M) will provide a card that will have the membership holder's name. This card must be presented and surrendered at all appointments when clients come in for their appointment. If not, the client will pay regular prices (no exceptions).
- VIP year up to eight (8) people.
  - 20% will be the discount allowed for membership sharing benefits.
  - Abuse can result in early termination and fees will apply; the membership holder will be contacted to let them know the matter at hand.
  - Same rules apply to shared membership as to original membership holder.
  - (Exception - shared members will not be able to book online and book weekend appointments)
  - Appointments must be made during regular business hours.
  - Discount does not apply to enhancements.
- Membership holder must be in good standing to receive the shared benefits card.
- Same rules apply to added members regarding any remaining or renewing fees.
- If original member forfeits their agreement to a new member, the new membership holder is responsible for the renewal fee (see early cancellation for information). All members will divide the second-year fee of \$399.00 between them or you can exchange members

for an \$250 fee to take over original obligations. **This must be done in person with Molly's Massage & More (Triple M) staff to sign paperwork to document necessary changes.**

- VIP pricing is subject to the 1st year completed obligations at \$700 with all benefits to obtain VIP membership discount price at \$3,000.00. Will be processed on the same date the following year as the initial purchase.

**Purchases:**

- Making purchases outside of your membership obligation is always welcome, but does not take place of membership obligations. Bundles/package items/rewards/bonuses/gift certificates featured are in addition to your monthly membership requirement.

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- Any gift certificate redeemed does not replace members' regular obligations to membership.

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**Early Termination:**

- NO termination fee after the second (2nd) (VIP) year has been completed.
  - Unless membership holder terminated contract (verbally/text/email) within the first three (3) months from VIP membership purchase, plus a pro-rated fee for every month following membership obligation, plus membership obligations at non-membership cost for that month if it was not met before termination occurs. (Fees start at \$1,128.00.)
  - **Must have it in writing that you no longer want to receive membership obligations 60 days before next obligations starts. Along with a Termination Agreement signed in person to stop all fees.**

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- Cancelling any membership must be in a written form to Molly's Massage & More (TRIPLE M) 60 days before the processing of the renewing of membership. Termination Agreement of membership is required to stop all fees/charges. Failure to do so could result in a \$1,128 (per person) fee for not being in good standing with Molly's Massage & More (TRIPLE M). Member will no longer be able to use the benefits listed above or below.

- Email: [Mollysmassaget123@gmail.com](mailto:Mollysmassaget123@gmail.com)
- Mail: 123 North Jackson Street, Janesville, WI 53548

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- Re-applying for membership starts over at the 1<sup>st</sup>-year fee of \$700 (20% off only). There is a three-month waiting period to restart benefits after the initial date of cancellation. This does not include the extra \$10.00 off (first-time members only).

I \_\_\_\_\_ have read the above and understand that I am responsible for all fees and obeying the rules listed above to remain in good standing at Molly's Massage & More (TRIPLE M). This is my written and verbal permission to uphold all polices and any fees that may apply. I understand that when booking my appointments via phone/text/online, I am responsible for knowing all the cancellation policies listed above. If cancelled within 24 hours, fees will be applied. A no show/no call will result in a full-service fee amount being charged at non-membership pricing. I give Molly's Massage & More (TRIPLE M) the right to charge the card I have on file and I agree to keep a valid card updated at all times. I am committed to book one appointment each month at a discounted rate or as many I would like for the price listed with the specific membership pricing. If I fail to do so, I agree that Molly's Massage & More (TRIPLE M) will process the card I have agreed to keep up-to-date on file at Molly's Massage & More (TRIPLE M) to uphold my obligations listed above. I acknowledge that by failing to book my required monthly appointment, I am authorizing Molly's Massage & More (TRIPLE M) to charge me non-membership pricing for my monthly obligations to stay in good standing. I further acknowledge that breach of this contract could result in legal action being taken against me. I also agree to pay any early termination fee or late fees that may occur. Molly's Massage & More (TRIPLE M) will use the up-to-date card I have provided for any charges. I understand the pricing and rules are subject to change without notice and at the discretion of the Owner/Manager of Molly's Massage & More (TRIPLE M). Some rules and discounts are also subject to change. If this occurs, Molly's Massage & More (TRIPLE M) will notify me promptly of any changes occurring via email/mail, website and/or by Facebook post.

Thank you for choosing to be member of Molly's Massage & More (TRIPLE M). By signing this document, you agree to ALL terms and conditions stated above. We hope you enjoy your benefits to the fullest!

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_  
Molly's Massage & More (TRIPLE M) Employee Signature

Date \_\_\_\_\_