



1st Year 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, and fees will be applied.
- **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.

Initial here: _____

- **\$10.00 off services is only for the 1st year (first time) members only.**

Which brings your 1st visit each month to approximately 39% up to 49% off the massage you choose to get. Each additional appointment with-in the same month will be at a 20% discount unlimited.

Initial here: _____

Jumping ahead of obligations will not be tolerated by Molly’s Massage & More (TRIPLE M) due to the amazing discount you are already receiving. This will be strongly enforced.

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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.

Initial here: _____

- 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.

Initial here: _____

Renewing Membership Obligations:

- **Renewing membership will take place automatically using the current card on file from the date membership was first purchased. This can be found on your membership profile.**
- If no written notice is given to Molly’s Massage & More (TRIPLE M) 60 days (two months) before next year’s membership will begin, it will result in processing the same fee of \$700 (without an extra \$10.00 off).

Initial here: _____

- This will keep appointments at a 20% discount on massage and selected cosmetology services (discount may not be applied to all services), five (5) membership sharing (starting at date contract was signed each year), retail discount of 10%, gift certificate discount of 15% (off non-membership prices), online booking, competitor matching coupons, beauty referral and free hair cut on your birthday.

Initial here: _____ *only if you like to renew for this option without moving to VIP.*

- Payment agreements may be authorized by Molly’s Massage & More (TRIPLE M) staff as long as the account is in good standing. Failure to follow the agreed upon payments after Molly’s Massage & More (TRIPLE M) has attempted contact via email/text message/Facebook/phone call/mail, will result in the card on file being charged the remaining balance and could result in court proceedings. The client is responsible for all service fees and court costs. All contact attempts by Molly’s Massage & More (TRIPLE M) will be recorded.

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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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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.

Initial here: _____

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).

Initial here: _____

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).
 - Your 1st year, you can share with up to five (5) people, 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 \$700 between them or you can exchange members

for an \$250.00 or \$ _____ 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.**

- Renewing of add-on \$700 member fee will be processed on the same date as the initial purchase.
 - _____ Date _____ (Add-on Name)
 - _____ Date _____ (Add-on Name)
 - _____ Date _____ (Add-on Name)
 - _____ Date _____ (Triple M approved)

- Membership starts after the payment is processed, along with being advised by management or business owner (Belinda/Lucas Hitchcock).

Membership Benefits:

- Membership “Sharing” does not apply to all services.
 - Does not apply to Enhancements.
- 20% off all services (unlimited)
- Free hair cut on your Birthday! (does not include shampoo or style)
- \$15.00 off to spend on a service on your Molly's Massage & More (TRIPLE M) Anniversary. This does not include retail products. (*Coupon code on membership page & must book online.*)
- First (1st) appointment of every month you will get \$10.00 off also! (1st year only). There are some services to which the \$10.00 discount does not apply. (*Ask Owner/Manager for further information.*)
 - Cannot be combined or used in conjunction with Groupon/Living Social/Black Friday deals or other discounts/specials.
- 15% Off all Gift Certificate at regular price (unlimited (code on membership page)
 - Cannot be combined or used in conjunction with Groupon/Living Social/Black Friday deals or other discounts/specials.
- 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
 - Text or Call Phone: 608.560.5546
 - Text: 608.921.3424 (Emergency only) personal phone
 - Facebook: @mollysmassage123
- Refer two (2) new people for Beauty Services: Receive \$10.00 off coupon to use. (*Must use coupon code online checkout.*)

- Retail products discount.
 - **Does not include essential oils**
 - Retail discount: 10%
- Try new services at discounted prices and be the first to know about new products and/or services offered via email or text. Receive online booking abilities, which start the date membership begins.
- Abuse of benefits will result in early termination (starting at \$900+ each person). Molly's Massage & More (TRIPLE M) will charge the card on file and clients will be asked to not return to the business. Failure to meet these obligations could result in court proceedings, along with any court costs incurred and/or termination of membership along with the payment still due and all other fees that Molly's Massage & More (TRIPLE M) may incur.

Initial here: _____

Early Termination:

- Early termination of membership will result in a one-time fee starting at \$199.00 within the first three (3) months from membership purchase, plus a pro-rated fee for every month following membership obligation, plus membership obligation at non-membership cost for that month if it was not met before termination occurs.

Initial here: _____

- You can exchange someone for an \$250 or the difference (if on payment plan) fee. They will then be responsible for obligations of the original member in whichever year they are currently in. This must be done in person with Belinda or Lucas.
 - Failure to book your appointment or receipt of a proper notice for the VIP/1st year obligation will result in a \$1,128 (per person) fee charged and membership will be forfeited along with any further services, special discount pricing or benefits earned at Molly's Massage & More (TRIPLE M). During your VIP, members are allowed two (2) different grace periods per year for any missed appointments without their membership being terminated.
- **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 \$1,128.00 + (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: Mollysmassage123@gmail.com
 - Mail: 123 North Jackson Street, Janesville, WI 53548

Initial here: _____

- Members must pay the remaining balance of your first-year membership (the monthly discounted service charges) at Molly's Massage & More (TRIPLE M) or your

membership must be transferred to another individual by them agreeing to and signing your remaining contract. This must be in writing or in person via email or mail prior to the next month's required service.

- o Email: Mollysmassage123@gmail.com
- o Mail: 123 North Jackson Street, Janesville, WI 53548

Initial here: _____

Noncompliance:

- For member who do not keep up on obligations, management will choose what course of action is suitable for the integrity of the business. It is the sole responsibility of the membership holder listed in this contract to keep the business listed above informed of any hardship/family obligations/mental issues/physical issues/health issues or any other issue that would fall under noncompliance/obligations.
- Molly's Massage & More (TRIPLE M) will try to resolve any circumstances that may arise. Proper communication is the only way Molly's Massage & More (TRIPLE M) can do this, therefore, they have the right to charge membership holder termination fee or the non-membership price to ensure that business obligations are met in a timely manner.
- If something of this nature does arise, membership holder has 10 business days to contact Molly's Massage & More (TRIPLE M):
 - o Email: Mollysmassage123@gmail.com
 - o Text or Call Business Phone: 608.560.5546 (preferred)
 - o Text: 608.921.3424 (Emergency only personal phone)
 - o Mail: 123 North Jackson Street, Janesville, WI 53548

Initial here: _____

- Regarding specific services (or all of the above) if a client is unhappy with the outcome, Molly's Massage & More (TRIPLE M) may compensate membership holder with an appropriate solution they feel fits each individual circumstance, accordingly products will require taking restocking/shipping and/or tax fees into consideration. Our clients/membership holders satisfaction is very important to us, but sometimes is unrealistic due to nature of the circumstances.

Initial here: _____

- If a member or client is unhappy with the service they receive, we recommend letting Molly's Massage & More (TRIPLE M) know within two days to allow us to rectify the situation for satisfaction.
- Management might request additional time or products to use to correct unforeseen issues that may not be listed by these guidelines. They are not set in stone, but are used to protect both parties listed in this contract.

Initial here: _____

- Guidelines are not all written down but can be verbally communicated between both parties at the time of inquiry or during each phase of the circumstances that may arise. Basic information can be found on our Facebook page (@mollysmassage123) under “notes” tab via computer. May not available on Android/IOS friendly or website.

Initial here: _____

- Membership holder listed above will be given the recommended guidelines to follow regarding products and/or services of their nature as soon as possible, either at the time of inquiry, when requested or when shown where to find the answer to their question.

Initial here: _____

- Not following the recommendations given solely to membership holders and/or clients, Molly’s Massage & More (TRIPLE M) does not/will not take responsibility if membership holder and/or client takes matters other than disclosed that is not safe or that jeopardizes the results for products and services.

Initial here: _____

- The membership holder listed here may choose to educate themselves or further their knowledge of specific information that Molly’s Massage & More (TRIPLE M) may not have access to, and is responsible for informing Molly’s Massage & More (TRIPLE M) and holding the integrity of Molly’s Massage & More (TRIPLE M) with utmost respect. Therefore, allowing Molly’s Massage & More (TRIPLE M) to accommodate the membership holders and/or client experience at the highest level of satisfaction.

Initial here: _____

- If for any reason the membership holder would like to cancel their membership, they must do this step in person to withdrawal and settle all membership obligations with a termination agreement to stop all charges. **See Early Termination.**
- **Membership holders are not allowed to book someone else for an appointment to cover their monthly obligations.**

Initial here: _____

VIP Membership:

- Membership fee of \$3000.00 with no additional costs for 3+ years down the road!
 - Membership obligation terms will be signed every year following second year to remind member of benefits.
 - Payment plan with 30% down.
- VIP year locked-in massage prices (subject to change) are as follows for the lifetime of your membership (unlimited appointments at same great price):(Please check online for original prices)
 - 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
 - Aromatherapy Massage: discount at 20% for 60-90 minute appointments.

- Red Dragon: \$37.50 add-on (*extra time of 25 minutes is added to this appointment*)
- Foot Reflexology: \$78

- An Approximate 30%-44% discount applies to massage services only, all other service discounts remain at 20% off.
- 25 % off gift certificates
 - Some restitution does apply. Please contact Belinda or Lucas.
- Get one product of Motives or TLS at distributor cost every three (3) months (*subject to change & restriction may apply*).
- Second-year pricing option is subject to the 1st year completed obligations at \$700. with all benefits to obtain VIP membership discount price (starts at 1st year benefits) for add-on. Will be processed on the same date following year as the initial purchase.
 - _____ Date _____ (Add-on Name)
 - _____ Date _____ (Add-on Name)
 - _____ Date _____ (Add-on Name)
 - _____ Date _____ (Triple M approved)

- 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 seven (7) days before that third month starts or you lose your discount. We must have a 30-day notice in writing if you choose to skip your monthly obligations.**
 - **Failure to notify us may result in early termination fees/payment of non-membership pricing with the card on file. If you have add-ons, the member must decide if they want to keep membership.**
- 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.
Initial here: _____
 - Membership obligation terms will be signed every year following second year to remind member of their benefits.
- Re-applying for membership starts over at the 1st-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).

Congratulations! Your massage is much more affordable. Tell your friends and start saving more!!!

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 policies 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 _____