

SMOOTHCLUB

NATURA SmoothCLUB

Terms & Conditions

Enrollment/Eligibility

To enroll in NATURA SmoothCLUB, you must complete Natura Waxing Lounge & Spa's ("Natura") membership application and agree to these terms & conditions ("terms"). You must be age 14 years or older to be eligible for participation. If you are under the age of 18 ("minor") you must have prior consent to participation from a parent or legal guardian. By enrolling in Natura Club you agree (or if a minor your legal guardian agrees) to be bound by these terms. Natura reserves the right to deny any applications if not all terms can be met by participant.

Monthly Dues/Auto Debit

Upon acceptance of your NATURA SmoothCLUB application, Natura will obtain your credit/debit account information for your Monthly Dues. Your Monthly Dues ("EFT or Electronic Funds Transfer") will recur and auto debit every 30 days until Natura is given written notice otherwise. There will be no refunds for any reason.

NATURA SmoothCLUB Eligible Services and Benefits

Eligible Waxing Services

- **Brazilian**
- **Bikini Basic**
- **Bikini Full**
- **Back and Shoulders**

By agreeing to these terms, every monthly payment will qualify you for the following:

- **1 service (from selected waxing eligible services) per month**
- **10% off any additional waxing, facials and airbrush tan services**
- **\$15 off a Classic European Facial or Microdermabrasion (60min*) per month**
- **10% off products**
- **Service transfer once a year for free**
- **Loyalty Reward Points**

*A 60-minute session includes 50 minutes of hands-on service and 10 minutes for consultation and dressing.

Membership benefits may change at any time with or without notice. If you are unable to redeem a membership service your service will be rolled over to the next month so that you may accumulate up to 2 (Two) eligible waxing services at a time or you may transfer 1 (one) service to a non-club guest once every 12 months. For example, if you do not come in to Natura for 3

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months you will have 2 accumulated Brazilian waxes. A third Brazilian Wax will be forfeited and no refunds will be given. Any additional discounts such as 10% off additional waxing services and products, and \$15 off of a Classic European Facial or Microdermabrasion will not accumulate. Guests may participate in additional CLUBS during the same time.

Prices are subject to change. Once enrolled in NATURA **Smooth**CLUB you will be assigned a "home" location based off of which location you have submitted a membership application and given your credit/debit account information. You may redeem your Membership Service and all benefits at your home location only. However you may receive 10% off any additional waxing, facials and airbrush tanning at any participating NATURA **Smooth**CLUB locations. Rates and services may vary by location and session. Price based on member rates. Additional local taxes and fees may apply. Each location is independently owned and operated.

Loyalty Points

Our Loyalty Rewards Points is an additional benefit to being a NATURA CLUB member. At any time Natura reserves the right to cancel or reform this membership feature.

Suspended Account

If payment does not go through for an EFT, your membership will become "Suspended" and any benefits will be seized until updated payment information is given. If your account goes longer than 60 days without payment your membership will expire and any unused services will expire. Natura reserves the right to cancel or suspend, including any associated memberships, without notice, for any reason in our sole discretion, including without limitation our belief that continued use of such Membership would violate any of these terms, otherwise be harmful to our interests. If Natura terminates your Membership, Natura may, at its sole discretion, refund any remaining membership services.

Freeze/Cancellation

Your EFT will recur monthly until Natura is given written notice otherwise. You may put a hold or "Freeze" on your membership by submitting a freeze application no later than 15 days prior to your EFT date. You will be charged a \$5 fee in place of your Monthly Dues for every 30 days your membership is on Freeze. You may freeze your membership one time within 12 months for a minimum of 30 days and a maximum of 90 days. At this time you will not be authorized to use your Membership Services or benefits.

Natura will also allow you to cancel your membership at any time as long as the minimum three Monthly Dues have been made and you have completed a Cancellation Request Form 30 days prior to your next EFT date. By submitting your 30 day notice you authorize Natura to end all membership benefits and monthly payments. Any unused Membership Services will be given an expiration date set after the final payment - 30 days for any Membership services left. No refunds will be given for any unused Membership Services.

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No Show / Cancellation Policy

If you do not show or fail to cancel an appointment within the 12 hour cancellation (24hr cancellation for non-members) window you will lose that month's appointment and there will be no refund. There is a \$20 rescheduling fee to rebook your service as most appointments were booked a month in advance and cannot be filled at the last minute. However if you cancel your appointment 12 hours in advance of your appointment time you will be given a no charge appointment rescheduling allowance.

Agreeing to Natura's Privacy Policy & Email

Natura values your privacy. Our collection of your personal information and how we use it is governed by our privacy policy. Details from your application for Membership (including personal information) will be collected and used for the purposes of administering NATURA **Smooth**CLUB Program (which may include disclosure to third parties for the purpose of processing and administering the Program) and for marketing and data analysis purposes.

By submitting an application for NATURA **Smooth**CLUB, you agree to receive marketing materials and other communications from Natura. If you do not wish to receive these communications, you can request that they be discontinued by unsubscribing with the provided link in the email.

Indemnity

You agree to indemnify and hold Natura (and its members, owners, employees,) harmless from any and against any claims, causes of action, demands, recoveries, losses, damages, fines, penalties or other costs or expenses of any kind or nature, including reasonable attorneys' fees, or arising out of or related to your breach of these terms, your violation of any law or the rights of a third party.