

Skin Club Membership Summary



This summary explains how our memberships work in clear, simple terms. It's here to help you feel confident about joining. The full legal **Skin Club Membership Terms & Conditions** still apply and are available separately.

1. Who Can Join

- Memberships are available to clients aged **18 or over**.
- A valid **email address** is required so we can send important information.
- Monthly payments memberships are available to clients who have been with Tranquil Beauty Lounge for **at least 6 months**.

2. How Long Membership Lasts

- Memberships are taken out for an **initial 12-month period**.
- At the end of the 12 months, your membership will **automatically renew for a further 12 months**, unless you let us know you'd like to cancel.
- We required **at least 30 days' notice** to cancel.

3. Payments

- Payments are made **monthly by Direct Debit**, usually on or around the 1st of each month.
- If a Direct Debit payment fails, a **£20 administration fee** will apply.
- Continued missed payments may result in a pause on treatments or cancellation of membership.

4. Using Your Membership

- Memberships are **personal to you** and cannot be shared or transferred.
- Appointments must be booked in advance and are subject to normal salon availability.
- **Block booking privileges are available only to Tranquil Elite and Tranquil Advanced Skin Club memberships.**

5. Booking and Cancellations

- You are responsible for booking your own appointments.
- If a treatment is not booked or attended within the month, it will **expire** and cannot be carried over unless agreed in advance.
- We require **48 hours' notice** to change or cancel an appointment.
- Late cancellations or missed appointments will result in the **loss of that month's membership treatment.**

6. What's Included

- Each membership level includes specific treatments and a **set allowance of products**
- This allowance is designed to support your treatment plan.
- Any additional products chosen beyond this allowance will be charged at **normal salon prices.**
- Included products are standard retail sizes and recommended by your therapist.

7. Cancelling Your Membership

Cooling-off period (first 30 days)

- You may cancel within **30 days** if you change your mind.
- If you have used treatments or products, you will need to pay the difference between what you have used and what you have paid.
- If nothing has been used, your first payment will be refunded.

After 30 days

- You may cancel at any time with **30 days' notice** or choose to pay **£50 administration fee** instead of giving notice.
- Once treatments or products, have been used payments are non-refundable.

8. Cancellation by Tranquil Beauty Lounge

- In rare cases, we may need to cancel a membership due to misuse of membership benefits.
- If this happens, any difference between membership payments made and the full value of services received may be charged.

9. Automatic Renewal

- Before your membership year ends, we will email you with renewal details.
- If we don't hear from you, your membership will renew automatically for the next 12-month period.
- Please ensure we receive your cancellation notice if you decide not to continue.

10 Staying in Touch

- We may contact you by **email, WhatsApp or post** with information about your membership.
- You can opt out of marketing messages at any time.
- Please keep your contact details up to date.

11 Complaints

- If you have a complaint, please email [**info@tranquilbeautylounge.co.uk**](mailto:info@tranquilbeautylounge.co.uk)
- We recommend calling **0161 626 8122** to confirm your message has been received.

12 Need More Details

- This summary is designed to make things easy to understand, but it doesn't replace the full **Skin Club Membership Terms & Conditions**. If you have any questions at all, please ask – we are always happy to help.