

# Skin Club Membership Terms & Conditions



Membership is subject to the following Terms & Conditions. Please keep a copy for your records. If you do not agree with the Terms & Conditions, you must notify us **before your first payment is taken** so that your Direct Debit can be cancelled in time.

## Definitions

1. **The Company** refers to Tranquil Beauty Lounge, also referred to as 'Tranquil', 'we' or 'us'.
2. **The Member / You** refers to the person receiving the membership benefits.
3. Where a membership is purchased as a gift, payment obligations apply to the purchaser and membership benefits apply to the recipient.

## General

1. This Agreement is governed by the laws of England and Wales. A copy will be emailed to you following purchase.
2. Membership is taken out for an initial **12-month period** and will automatically renew for a further 12 months unless cancelled in line with these Terms.
3. If any part of this Agreement is found to be invalid or unenforceable, the remaining terms will continue to apply.
4. We reserve the right to make reasonable changes to these Terms & Conditions at any time.
5. Membership confirmation and all notices will be sent to the email address provided at sign-up.
6. Membership is available to customers aged **18 or over** who provide a valid email address.
7. The monthly payment option is only available to customers who have been clients of Tranquil Beauty Lounge for a minimum of **6 months**.
8. A minimum of **48 hours' notice** must be given to change or amend an appointment. Failure to do so will result in the standard cancellation policy being applied and the forfeiture of that month's membership treatment.
9. The company reserves the right to limit the number of memberships available at any level without notice.
10. Additional services and products outside your membership entitlement will be charged at the current salon price.

11. Included products will be selected from brand stocked in the salon, supplied in standard retail sizes and recommended by your therapist,
12. It is the Member's responsibility to book appointments in good time. Treatments not used within the relevant month will be forfeited unless agreed in advance.

## Force Majeure

1. A Force Majeure Event means any event beyond the reasonable control of the company, including but not limited to industrial action, utility failure, acts of God, war, civil unrest, fire, flood, storm, accident or supplier failure.
2. The Company will not be liable for any failure or delay in performing its obligations due to Force Majeure Event.

## Membership Use

1. Memberships are strictly **non-transferable** and benefits may only be used by the named Member.
2. Booking or attempting to book treatments for another person will result in immediate termination of the membership.

## Monthly Payments

1. By choosing the monthly payment options, you agree to these Terms and Conditions.
2. Payments are collected **monthly by Direct Debit**, usually on or around the 1<sup>st</sup> of each calendar month.
3. You must maintain a valid Direct Debit instructions and should not cancel it without contacting us first.
4. Failed Direct Debit payments will incur a **£20 administration fee** per failure.
5. If payment remains overdue for more than 14 days, the full remaining balance of the 12-month membership may become immediately due.
6. The Company may use your Direct Debit Mandate to recover outstanding amounts.
7. If legal action is required to recover unpaid fees, the member will be liable for reasonable recovery, tracing and legal costs as permitted by the court.
8. The Company may share necessary personal data with third parties for the purpose of debt recovery.
9. Membership payments are due regardless of salon usage. Services may be suspended until arrears are cleared.

## Cancellation

1. **Cooling-Off period:** You may cancel within 30 days of joining without giving a reason.
  - a. If services or products have been used, you must pay the difference between membership payments made and the full retail value received.
  - b. If nothing has been used, your first payment will be refunded.
  - c. If the value used is less than the amount paid, the difference will be refunded as non-transferable vouchers valid for 3 months.
2. **After 30 days:** You may cancel at anytime during the 12-month term by giving **30 days' notice** or by paying a **£50 administration fee** in lieu of notice.
  - a. Any services cancelled with less than **48 hours' notice** or not attended will be charged at full price when calculating usage.
  - b. No refunds will be issued once services or products have been used.
3. The Company reserves the right to cancel a membership at any time without notice. No refund will be given for previous payments. The current month will be refunded only if no services or products have been used.
4. Where a membership is cancelled due to misuse or abuse of benefits, the Company may charge the difference between payments made and full retail value services received.

## Automatic Renewal

1. You will be contacted by email before the end of your membership term with renewal details.
2. Unless written notice of cancellation is received at least **30 days before expiry**, membership will automatically renew for a further 12 months at the same level.
3. Where a membership level is discontinued, renewal will be applied to the closest equivalent level.
4. If cancellation is sent by email, Members are advised to telephone the salon to confirm receipt.
5. In the event of a dispute, the responsibility lies with the Member to prove cancellation was given correctly.

## Communications

1. We may contact you by email, WhatsApp or post regarding your membership, appointments and offers.
2. You may opt out of marketing communications; however, we are not responsible for loss caused by missed essential communications.
3. Posted communications are assumed received. Emails are assumed received and read.
4. You must notify us promptly of any change to your contact details.

## Complaints

1. Complaints should be emailed to [info@tranquilbeautylounge.co.uk](mailto:info@tranquilbeautylounge.co.uk) using the registered email address.
2. Members are advised to telephone **0161 626 8122** to confirm receipt.

These Terms & Conditions apply to all membership levels and are subject to normal salon availability. Membership does not guarantee appointment availability or priority booking.

**Block booking privileges are available only to Tranquil Elite and Tranquil Advanced Skin Club Memberships.**

**By joining the Tranquil Skin Club, you confirm that you have read, understood and agree to the Skin Club Membership Terms & Conditions and the Membership Summary.**