



Membership Program Information

Congratulations and Welcome!

Details and Benefits:

- Here at Wow Massage, our membership program is based on a month-to-month agreement.
- On the 1st of each month membership fees will be automatically collected using the consented card on file. At this time, members will receive one 1 hour massage on his or her account.
- Our Members have exclusive access to our Member's Only service rates, specials (running throughout the year), as well as our Loyalty Rewards Point Program. *ask for details
- The monthly massage benefits are for member use only and may not be shared or gifted.
- As a courtesy and in the case in which a member has accumulated unused monthly massages, these extras may be shared with a guest. The guest must receive the service at the same time in which the member has a scheduled appointment in order to share.
- Member rates are for members only. Guests cannot receive these rates unless they are added onto an existing member's "Friends and Family" agreement.
- Creating an online account at Wowmassage.com (using the same email that you have provided Wow on your intake form) will allow the member to view the number of monthly massages on their account and loyalty points.

Pre-Paid 12 Month Membership:

- This membership option allows for a member to pay for 12 months up front. All policies apply to Pre-paid members, with the exception of monthly billing and cancellation.
- A 1 hour massage will be added to the pre-paid member's account each month for 12 months on the day in which they signed up.
- After 1 year has passed, the membership will expire. Unless the membership is reinstated, the client will no longer have access to member benefits; however, massage credits will remain on the account until redeemed.
- Pre-paid members may cancel at any time, but will not receive a refund for unused or future monthly massages.

Friends & Family Upgrade:

- Members can add up to 3 people to their account, allowing them to gain access to all member perks.
- Adding one person is a \$5.00 per month upgrade fee.
- Adding two to three people is a \$10.00 per month upgrade fee.
- When adding anyone to this upgrade program, each "Friends and Family" member must be active on the account for a minimum of 3 months.
- You can add a person to Friends and Family at any time, and remove them at any time succeeding the 3 month period. Simply request a "Family and Friends Change Form" at the front desk.

Monthly Massage Upgrades

- Included in your monthly dues, members will receive a 1 Hour Swedish Massage. Any upgrades to this service will be an additional charge.

- Upgrading a monthly member massage to a 90-minute, Hot Stone, or Bamboo will have an additional *member service upgrade* fee of \$20.
- Upgrading to a Thai massage will have an additional *member service upgrade* fee of \$30.

Billing and Security:

- Our month-to-month membership program requires a payment on file in the form of a credit or debit card. All major credit cards are accepted. This account will be drafted on the 1st of every month as long as you are a member.
- At this time we do not accept cash, checks, or direct account withdrawal as a form of monthly payment.
- We guarantee payment information is kept secure at all times. However, those uncomfortable with keeping payment information on his or her member account may purchase a prepaid 12-month membership or will be warmly welcomed as a guest.
- To enhance the security of our members, we require photo identification to be saved on file. If the member is uncomfortable with this policy, we require the member to present a photo ID at the time of each check-in.
- In the occasion that an account is in the “Past Due” status, all membership access will be denied until balance is paid in full. This includes the ability to terminate membership.
- Please note that any member who exceeds 30 days in the “Past Due” status will forfeit any accumulated massages on his or her account without notice or refund. The member will have up to 30 days to update billing and bring account balance current before losing all massage benefits accumulated.

Freeze Account

- If you have a health related issue that requires your absence for a long period of time, you may request a freeze on your account. Simply ask for the “Freeze Request Form” at the front desk and submit for manager approval.
- The form must be completed and your submission must include official documentation pertaining to your request in order to be considered.
- A membership account may be frozen for up to 3 months and is limited to one freeze per calendar year.
- Please be aware that when an account is frozen all member benefits and privileges are unavailable until the account is reactivated.

Cancellation

- Our month-to-month membership program allows for termination of membership at any time. Simply inform the front desk associate and complete the cancellation form.
- Any and all outstanding balances on the member’s account must be paid in full in order to terminate the membership.
- Cancellation forms must be submitted before the next billing date, the 1st of the month, in order to not be charged for the following month.
- Please be aware that any massage benefits or loyalty points will be forfeited at the time of membership termination without refund.

All prices, services, and policies are subject to change without notice. We will do our best to keep our members and guests up to date on any changes that may occur, but encourage all clients to inquire about pricing, available services, and current policy when booking your appointment.

*Please keep a copy of all Wow! Membership documentation for your records.