

## **Club Changes Membership**

### **FAQ**

#### **What is a MEMBERSHIP?**

A membership at Changes Salon & Day Spa allows you to experience a treatment(s) every month at a discounted price for at least 12 months. Memberships are auto-billed to your credit card each month.

#### **How long does my MEMBERSHIP last?**

Your chosen membership must run for a minimum period of 12 months. After 12 months, if you decide to cancel or suspend your membership, you must provide at least 30 day notice to allow Changes Salon & Day Spa to process your cancellation.

#### **Can I substitute services?**

Unfortunately services cannot be changed or substituted. If you are interested in a package of services that is not currently offered please call Cristiana (925) 947-1814 Ext. 236

#### **What if there are no appointments available?**

Changes is not responsible for unavailability of appointments. We advise all members to book well in advance.

#### **How do you charge me?**

An automatic monthly payment is set up to charge your Visa, MasterCard or American Express credit card. Your first treatment of the month is included with the membership.

#### **What happens if I no-show or cancel my appointment with less than 24-hour notice?**

An appointment cancellation with less than 24-hour notice or no show will forfeit your monthly membership credit for that month.

#### **What if I don't use my monthly service?**

Membership Service Credits are unused, accumulated membership services. If you don't use your membership credit one month, you keep your unused service for next month. Member Credits carry over from month to month until the end of the Membership contract.

#### **Can I let someone else use my monthly service?**

Membership services are not transferable.