

LADY A'S VIP MEMBERSHIP EXPERIENCE

Membership Details & Terms | Bronze • Gold • Platinum

Our VIP memberships support consistent healthy-hair care with tier-specific savings, flexibility, and special perks. Benefits apply during an active membership subject to the terms below.

BRONZE VIP MEMBERSHIP — \$75 every 3 months

- 15% off one eligible Deep Repair Treatment per month (regular price \$100).
- 10% off one eligible Healthy Hair Trim per month (regular price \$55).
- Monthly treatment and trim discounts apply when combined with a qualifying full-price hairstyle.
- \$25 birthday hairstyle reward, subject to birthday redemption rules.
- \$15 loyalty coupon after six consecutive paid months, redeemable on a salon service of \$150 or more; expires 60 days after issuance and cannot be combined with other discounts.
- One eligible use per month for each monthly care discount; unused benefits do not roll over.
- One courtesy reschedule within 14 days with at least 72 hours' notice; original deposit carries forward.
- Member appreciation gifts, surprise perks, special offers and appreciation events; type and timing chosen by owner.

GOLD VIP MEMBERSHIP — \$195 every 3 months

- 8% off any regularly priced salon service.
- 8% off Lady April Professional products.
- One coupon for 50% off an eligible healthy-hair care treatment.
- One coupon for 50% off any takedown service.
- One coupon for 50% off shampoo & style.
- 25% off an eligible birthday service.
- Instant-contact appointment booking.
- \$50 upfront booking deposit instead of full standard deposit; remaining service balance due under salon policy. This does not discount the service price.
- One courtesy reschedule within 3 weeks with at least 72 hours' notice; original \$50 carries forward.
- Member appreciation gifts, surprise perks, special offers and appreciation events; type and timing chosen by owner. Gold does not include reward points.

PLATINUM VIP MEMBERSHIP — \$285 every 3 months

- 12% off any regularly priced salon service.
- 10% off Lady April Professional products.
- One coupon for 15% off a purchase of 2 or more Lady April Professional products.
- Two complimentary eligible hair-care treatments.
- Two complimentary takedown services, plus 50% off a third eligible takedown.
- One complimentary shampoo & style.
- 40% off an eligible birthday service.
- Instant-contact appointment booking.
- No upfront booking deposit while membership is active and in good standing.
- Earn reward points on eligible purchases, appointments and referrals under studio rewards rules.
- One courtesy reschedule within 4 weeks with at least 72 hours' notice; no upfront deposit required for the replacement booking.
- VIP access to special booking dates/times when available.

- Member appreciation gifts, surprise perks, special offers and appreciation events; type and timing chosen by owner.
- Extended late-period courtesy / no late fees, subject to limitations below.

MEMBERSHIP DETAILS & TERMS

Membership cycle: Bronze, Gold and Platinum cover three-month membership cycles. Bronze monthly treatment and trim allowances reset monthly and do not roll over.

Appointment availability: Membership does not guarantee a particular appointment date, time, stylist, or special booking slot. Benefits apply with eligible Lady A's stylists, subject to availability.

72-hour courtesy rescheduling: All clients must provide notice at least 72 hours before the original appointment to receive one courtesy reschedule without an additional cancellation fee. Standard clients may reschedule within the same week or following week; Bronze within 14 days; Gold within 3 weeks; Platinum within 4 weeks. All replacement dates are subject to stylist availability and salon confirmation. Only one courtesy reschedule is permitted per original appointment.

Deposit treatment when notice is timely: Standard and Bronze clients carry their existing full service deposit to the permitted replacement appointment. Gold members carry their original \$50 booking deposit forward and do not owe an additional \$50 for the permitted reschedule. Platinum members retain their no-upfront-deposit privilege and owe no deposit solely for a timely, permitted reschedule. All appointment deposits are non-refundable.

Late cancellation and no-show charges: Requests received fewer than 72 hours before the appointment do not qualify for the complimentary deposit-transfer privilege. Cancellations within 48 hours or no-shows are subject to the applicable 30% cancellation/no-show fee. The original deposit is forfeited, or for Gold and Platinum the unpaid portion of the standard deposit for the booked service becomes payable, as applicable. Requests made between 48 and 72 hours are outside the complimentary rescheduling window, but do not automatically trigger the 30% fee. The studio's separately disclosed booking policies apply.

Gold deposit responsibility: Gold members pay \$50 upfront rather than the full standard deposit for the booked service. For a qualifying late cancellation or no-show, they owe the difference between \$50 already paid and the standard deposit for that service, plus any applicable cancellation/no-show fee.

Platinum deposit responsibility: Platinum members have no upfront booking deposit. For a qualifying late cancellation or no-show, the standard deposit for the originally booked service becomes payable, plus any applicable cancellation/no-show fee. These amounts do not carry forward as credit for a new appointment.

Notice and timestamp verification: Clients should contact the salon immediately when they learn they cannot attend, even after hours. Email ladyaservices@gmail.com with the client name, original appointment date/time, and rescheduling request. Email timestamps are used to verify notice. Clients may also call, leave a voicemail when available, or leave a message with Taylor, the AI receptionist; email is strongly recommended for a clear written record. Ms. Kash or salon management will review requests during business hours.

Non-transferable memberships: VIP membership is personal to the registered member. Memberships, discounts, coupons, complimentary services, loyalty rewards and other VIP privileges cannot be shared, gifted, transferred or used by another person.

Coupons, complimentary services and discounts: Perks are limited to the stated quantities during the active membership period. Unless expressly permitted, membership discounts and coupons cannot be combined with other promotions. The Bronze six-month \$15 loyalty coupon is always non-stackable.

Eligible treatments: Qualifying hair care includes studio-approved Deep Repair, Aloe Vera Steam, Healthy Hair Trim, or other covered treatments under the applicable tier. Hair color is excluded.

Birthday rewards: Birthday benefits apply to eligible services during an active plan and are subject to the studio's birthday redemption rules.

Platinum rewards and booking: Rewards points are Platinum-only and follow studio rewards rules. Special booking dates/times are offered only when available.

Platinum late-arrival courtesy: Platinum members receive extended late-period courtesy/no-late-fee benefits, but should promptly notify the studio of delays. Significant lateness may prevent completion of the service.

Member appreciation: All three VIP tiers include member appreciation opportunities, surprise gifts, special offers and select appreciation events. Gifts may include complimentary products, salon treats, or owner-selected rewards. The owner determines the type, value, timing and distribution; no specific gift or delivery date is promised.

Changes to policies: The studio may update benefits, procedures or policies as necessary and should inform active members of material changes affecting their memberships.

Other studio agreements: Membership privileges supplement rather than replace standard appointment, deposit, cancellation and service policies, except where a specific VIP benefit expressly modifies them.

MEMBERSHIP TERMINATION & RIGHT TO REFUSE SERVICE

Lady A's Braids & Weaves Studio, LLC reserves the right to immediately suspend or terminate VIP membership privileges for serious misconduct, including abusive or threatening behavior, harassment, disruptive conduct, fraudulent activity, misuse of membership benefits, or repeated violations of salon policies.

The salon may decline renewal of a VIP membership at the conclusion of its current three-month term for legitimate business reasons.

Termination resulting from a member's misconduct does not automatically entitle the member to a refund, credit, or reinstatement. Previously incurred charges and non-refundable appointment deposits remain subject to salon policies. Any refund rights required by applicable law remain unaffected.

The salon may refuse future appointments or services for legitimate, nondiscriminatory business or safety reasons. Membership privileges depend on respectful conduct, compliance with salon policies, and a professional relationship with the salon team.