

VIP Membership Agreement

Europa Salon & Spa

5 Utility Drive, Suites 22–23, Palm Coast, FL 32137
(386) 597-2968 | europaspa2223@gmail.com

This agreement describes your monthly VIP services, member savings, unlimited rollover, billing and cancellation rights. Europa Salon & Spa is referred to as “Europa” or the “Spa.”

Member name: _____

Address: _____

Phone: _____ Email: _____

Agreement date: _____ First billing / membership start date: _____

Your membership benefits

\$119 per month. Each successfully paid monthly fee earns one service credit, redeemable for one of the following:

- 60-minute Swedish massage
- Europa Spa Facial
- Europa Body Polish

While your membership is active and paid current, receive 10% off additional massages, facials and body treatments, plus all waxing and nail services; and 5% off all hair services.

Discounts apply to eligible regular service prices and cannot be combined with other offers or promotional gift cards. Gift cards cannot pay membership fees. Gratuities, retail products and optional upgrades are not included; any separately purchased extras must be approved by you.

Unlimited rollover of paid service credits

Unused paid service credits roll over without an expiration date or a limit on the number accumulated. You may redeem more than one credit in a month, subject to appointment availability. Each credit continues to cover one listed service in full, even if its regular price increases. Credits are personal, nontransferable and not redeemable for cash except under the refund rights in this agreement or applicable law.

Unused paid credits remain redeemable after cancellation, nonrenewal or a billing suspension, without rejoining or paying additional membership dues. Member discounts end when membership ends. Cancellation does not erase paid credits. The appointment policy on page 2 still applies when a credit is reserved for an appointment.

Membership and billing terms

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Term and automatic renewal

YOUR MEMBERSHIP HAS A 12-MONTH TERM AND AUTOMATICALLY RENEWS FOR SUCCESSIVE 12-MONTH TERMS UNLESS CANCELED. YOU MAY CANCEL DURING ANY TERM ON 30 DAYS' NOTICE WITHOUT AN EARLY TERMINATION FEE OR LIABILITY FOR THE REMAINING YEAR.

Membership begins on the first day of the month following signing, recorded on page 1. No membership fee is due before that date. Europa charges \$119 on that date and on the first day of each following month. Twelve full monthly payments total \$1,428, if the membership remains in effect for the full year. Any legally required tax must be separately disclosed before authorization.

How to cancel

You may cancel by email to europaspa2223@gmail.com, by mail or in person at the address on page 1, by calling (386) 597-2968, or through the same method used to enroll. State your name and request to cancel. No special form or reason is required. Europa will confirm receipt and the effective cancellation date; failure to send confirmation does not invalidate your timely notice.

Ordinary cancellation takes effect 30 calendar days after Europa receives notice, or a later date you request. No recurring charge will be made on or after that effective date. If a monthly charge falls during the notice period, it remains \$119 and earns a full service credit; it is not prorated. Paid credits remain available as stated on page 1. The special cancellation and refund rights on page 3 override this notice period.

Payments and changes

Keep your payment method current. If a payment fails, Europa will notify you and allow 10 calendar days to correct it before suspending discounts or ending membership. No credit is earned for an unpaid month. Previously paid credits remain available. Europa will not accelerate future dues or impose a declined-payment penalty under this agreement. Any separate charge requires your authorization; statutory payment-dispute rights remain intact.

The monthly price and listed benefits remain fixed during each 12-month term. Any proposed change for a renewal term requires at least 60 days' written notice and your affirmative written agreement. Silence is not consent to a price increase. If you do not agree, Europa may end the membership at the term's end, preserving paid credits and refund rights. No change may retroactively reduce paid credits.

Appointments and service eligibility

Give at least 24 hours' notice to cancel or reschedule. For a missed appointment or cancellation with less than 24 hours' notice, Europa may deduct only the one credit reserved for that appointment, with no additional cash penalty for the same appointment. Timely cancellations and appointments canceled by Europa do not use a credit. Europa may waive the deduction for an emergency. Other appointments require a separately disclosed cancellation policy.

Members must be at least 21 and provide government-issued identification, consistent with Europa's membership policy. Services require an appointment and appropriate health screening. Disclose relevant allergies, conditions and contraindications to the treating provider. This agreement is not medical consent or a promise of treatment results; a separate consent may be required.

Cancellation rights and signatures

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Refunds and member protections

Outside the special rights below, fees for earned service credits are not refundable merely because a credit is unused; unlimited rollover remains available.

Florida law governs, subject to applicable federal law. Nothing in this agreement waives nonwaivable consumer rights, payment-dispute rights, or claims for negligence or other unlawful conduct. This agreement does not require arbitration or waive a jury trial. If a provision is unenforceable, the remaining lawful provisions continue to apply. You will receive a fully completed copy when you sign.

I have read all four pages and understand the \$119 monthly charge, automatic renewal, 30-day ordinary cancellation period, appointment policy and unlimited rollover. I understand the separate payment authorization on page 4 and the cancellation rights directly below.

Consumer's Right Of Cancellation

You may cancel this contract without any penalty or obligation within 3 business days from the above date, and receive a full refund of all payments made to the seller.

You may also cancel this contract if upon a doctor's order you cannot physically receive the services, or you may cancel the contract if the services cease to be offered as stated in the contract. If you cancel the contract for either of these reasons, the seller, Europa Salon & Spa, may keep only a portion of the contract price equal to a pro rata portion of the total price representing the proportion of services you used or completed, plus the cost to the seller of any related goods which you have consumed or retained.

Member signature: _____ Date: _____

Printed name: _____

"Above date" means the agreement date on page 1. For your three-business-day cancellation period, Europa excludes Saturdays, Sundays and federal holidays and accepts timely mailed notice based on its postmark. Use any cancellation method on page 2. No 30-day notice is required for these special cancellation rights.

THIS CONTRACT OR NOTE IS THE FUTURE CONSUMER SERVICES AND PUTS ALL ASSIGNEES ON NOTICE OF THE CONSUMER'S RIGHT TO CANCEL UNDER CHAPTER 2-18, F.A.C.

Europa representative: _____ Date: _____

Recurring card payment authorization

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Complete this separate authorization after reviewing the membership agreement. Enter payment credentials directly into Europa's secure payment system. Do not write a full card number or security code on this form.

Member name: _____

Cardholder name: _____

Card brand: _____ Last four digits only: _____

Billing ZIP code: _____ First charge date: _____

Amount and schedule

I authorize Europa Salon & Spa to charge the card identified above \$119 on the first billing date shown on page 1 and on the first day of each subsequent month while the membership and this authorization remain in effect. Any legally required tax must be entered below and disclosed before I sign. No other amount, optional purchase or price increase is authorized by this form.

Monthly membership fee: \$119.00 Applicable monthly tax, if any: \$ _____

Total authorized recurring monthly charge: \$ _____

The first charge date must match the membership start date on page 1. Europa will provide a receipt and a copy of this authorization. My card details will be maintained through Europa's payment processor; this paper form records only the card brand and last four digits.

Stopping recurring charges

I may revoke this payment authorization by contacting Europa through any cancellation method listed on page 2. Europa will stop initiating charges after receiving revocation; a transaction already submitted may still post, subject to applicable law. Revoking payment authorization does not itself cancel the membership or erase amounts lawfully due before the membership cancellation date. I may cancel both in the same notice. No accelerated future dues or unapproved penalties are authorized.

I retain my rights under applicable law and my card issuer's agreement, including any right to dispute an incorrect or unauthorized charge. Europa will correct billing errors and refund charges collected after the applicable cancellation date. A change to the recurring amount requires a new affirmative authorization.

Cardholder consent

I am the cardholder or an authorized user permitted to approve these recurring charges. I understand the amount, timing and method for stopping payments. My signature authorizes recurring card payments only as described above; it is not a waiver of legal rights.

Cardholder signature: _____ Date: _____

Europa representative: _____ Date: _____

For staff: complete all dates and amounts before signing; enroll the card securely; give the member a completed copy of all four pages. Never retain a card security code on this agreement.