

# BINH LAM

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# AESTHETICS

## Monthly VIP Membership Program

Our VIP monthly membership programs are designed to help our patients take their skincare maintenance program to the next level by providing regular monthly treatments at a significant discount. VIP members are entitled to receive one treatment every month from a choice of pre-selected services. All services provided by Binhlam Aesthetics are performed by a licensed medical aesthetician. Your monthly pre-selected membership service is not transferable and applies solely to the individual enrolled. Monthly pre-selected services are for the face and may be used consecutively if appropriate as discussed with your aesthetician. You will meet with the aesthetician at the beginning of your program and before the 6<sup>th</sup> month to discuss goals, progress and services that are best suited for your skin's needs. Some pre-selected treatments do have an added surcharge on top of the monthly fee. As a Best VIP Member, you have the choice to use any service on the Better VIP plan with no added surcharge.

In addition to the pre-selected services, the following benefits are additional services exclusive for VIP Members:

- **Laser Treatment Packages** – Performed by an aesthetician in Binhlam Aesthetics; Additional benefits will apply towards packages and cannot be combined with any other promotions. All laser treatment packages are sold in packages of 3.
- **Body Contouring Packages** - Performed by an aesthetician in Binhlam Aesthetics; Additional benefits will apply towards packages and cannot be combined with any other promotions. All body contouring packages are sold in packages of 3.
- **HA Fillers** – Fillers include Restylane and Juvederm (not all fillers from these specific families are available) and are performed by Dr. Binhlam in Advanced Skin & Laser Center. Additional benefits will apply only to regular priced fillers available in Advanced Skin & Laser Center.
- **Neurotoxins** – Neurotoxins include Botox and Jeuveau and are performed by Dr. Binhlam in Advanced Skin & Laser Center. Additional benefits will apply only to regular priced neurotoxins.
- **AlumierMD Products** - Additional benefits will apply towards regular priced AlumierMD products.
- **Reward Card** – Our program rewards patients for additional purchases made in Binhlam Aesthetics and are redeemable towards future products and services. The card is not redeemable for cash, does not apply towards the monthly membership fee and services, and will expire at the end of each yearly membership.

**Gratuities:** Monthly membership dues do not include gratuities and we recommend clients make a personal decision on what to give to the aesthetician.

**Membership Cancellation Policy:** The membership period shall be for a period of twelve (12) months. A member who wishes to cancel his/her membership during this period will incur an early cancellation fee of \$250. During the membership period, the member may cancel the membership at any time by giving a 30-day written notice. Any unused services will expire should you elect to cancel your membership. If

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additional services exclusive to VIP Members are purchased and the member decides to cancel their membership, all discounts will be forfeited, and the service(s) will revert to full price (this includes any treatment packages, fillers and neurotoxins).

**Membership Fees & Unused Services:** All fees will be charged on the first of the month. No proration will be applied to shortened months. Any services not used within the month are not refundable or applied to any subsequent month. Services purchased with the membership level discounts must be started within three (3) months from the date of purchase *and* within the membership calendar year.

**Scheduling & Appointment Policy:** Appointments are made on a first come, first served basis. You are responsible for scheduling your monthly service in advance to ensure you receive your preferred date, time, and aesthetician. If you are unable to keep a scheduled appointment, you must cancel at least 24 hours prior to your appointment or that service will be forfeited. If you arrive at your scheduled appointment more than 5 minutes late, we will need to abbreviate your scheduled service, or we may need to reschedule depending on the service. This will be determined by the aesthetician at that time. If you are unable to reschedule during that month due to being late, your service will be considered unused and will not be applied to any subsequent month.

**No Show Policy:** If you are unable to keep a scheduled appointment, you must cancel at least 24 hours prior to your appointment time. If a 24-hour notice was not given or you did not show up for your scheduled appointment, you will be considered a **No Show**. In either case, the following messages will be texted to you:

1<sup>st</sup> No Show: Will advise that you missed your appointment and that future no shows will be subject to a \$100 no show fee.

2<sup>nd</sup> No Show: Will advise that you missed your appointment and that you are now subject to a \$100 no show fee that must be paid in full before scheduling your next appointment.

3<sup>rd</sup> No Show: Will advise that you missed your appointment along with several previous appointments without canceling 24 hours in advance. In addition, we will not schedule you for future appointments unless they are pre-paid in full.

**Rewards Card:** Earn points for monies spent on services or products. Each point is worth a specific amount. Complete the card and receive an amount off for your next purchase of \$100 or more. Offer valid for 1 year from date of yearly membership enrollment. May not be redeemed for cash and does not apply to monthly membership fees or services. The Rewards Card is non-transferable. Monies spent, point amount, and amount received will depend on which membership is held. Binhlam Aesthetics is not responsible for any lost or stolen card and is the responsibility of the member to keep the card in safe keeping. If a card is lost and needs to be replaced, the stamp on the new card will begin over.

A valid ID and credit card are required to enroll in the Binhlam Aesthetics Monthly Membership program. You agree to provide us with updated information if your address or payment information should change. If we are unable to process the automatic monthly membership dues, the membership will be suspended pending payment in full. Any accumulated services will be forfeited if the membership is suspended due to nonpayment.