**J. Lorraine Salon**

Luxe Loyalty Membership

*Terms & Conditions*

By enrolling in the J. Lorraine Salon Luxe Loyalty Membership (“Membership”), you (“Member”) agree to the following terms and conditions. These terms constitute a binding agreement between you and J. Lorraine Salon, located in Syracuse, NY.

**1. Membership Terms & Commitment**
Membership requires a 12-month minimum commitment from the date of enrollment.
Early cancellations are not permitted except in the case of documented medical hardship or relocation more than 50 miles outside the salon’s service area (written notice and supporting documentation required).
At the end of the initial 12-month term, the Membership will continue on a month-to-month basis unless cancelled in writing with at least 30 days’ notice.

**2. Membership Fee & Billing**
The Membership fee is $99 per month, billed automatically to the payment method on file.
Billing occurs on the same calendar day each month based on your original enrollment date.
If a payment is declined or unsuccessful, the Member will be notified via email and/or SMS.
A 7-day grace period is provided for payment resolution.
After 7 days, the account will be suspended and Membership benefits will be temporarily unavailable.
If payment is not resolved within 30 days, the Membership will be terminated, and any banked credits will be forfeited.

**3. Refund Policy**
Membership fees are non-refundable and non-transferable under any circumstances, including non-usage or dissatisfaction with services.
Services or credits acquired through the Membership may not be transferred or gifted to another individual.

**4. Use of Banked Credits**
If the monthly membership credit is not used within the month, the value will roll over and accumulate for use toward future services.
Banked credits may be applied to most salon services, excluding gratuities and boutique retail items.
Credits expire 90 days after Membership termination and are void if Membership is cancelled for non-payment.

**5. Limitations & Restrictions**
One complimentary blowout per month is included\* and must be used within that month; unused blowouts do not roll over.
\*with select stylists
Discounts (5%, 15%, 20%) apply only to full-price services and products and cannot be combined with other promotions, packages, or discounted offers.
Services are subject to stylist availability and must be booked in advance.
J. Lorraine Salon reserves the right to restrict service availability during high-demand periods (e.g., holidays, promotional weekends).

**6. Cancellation & Termination**
Membership may be cancelled after the 12-month minimum with 30 days; written notice via email or in person at the salon.
Early termination of the 12-month agreement may result in fees equal to 50% of the remaining balance on the annual commitment unless otherwise approved by management.
J. Lorraine Salon reserves the right to terminate any Membership at its discretion due to:
*Non-payment
Repeated no-shows or last-minute cancellations
Disruptive or inappropriate conduct toward staff or other guests*

**7. Liability Waiver**
By enrolling in the Membership, the Member agrees to hold J. Lorraine Salon, its owners, employees, and affiliates harmless from any liability, claims, or damages resulting from the use of services or participation in events.
J. Lorraine Salon is not responsible for allergic reactions, dissatisfaction due to personal preference, or damages resulting from non-compliance with stylist recommendations or home care instructions.

**8. Changes to Terms**J. Lorraine Salon reserves the right to modify or update these Terms & Conditions at any time with 30 days’ notice via email or posted notice in the salon. Continued participation in the Membership constitutes acceptance of the revised terms.

*For questions regarding your Membership, please contact us at:*

315.299.4818
 j.lorrainesalon@yahoo.com
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