

PASSPORT MEMBERSHIP FAQs

So, a Passport Membership...what exactly is it? It's a monthly membership program affording members SIGNIFICANT discounts on spa and salon services at all Toppers Spa/Salon locations. But it's more than just a membership "fee", providing access to exclusive, discounted pricing. With your Passport Membership, EACH MONTH INCLUDES A SERVICE(S)! You heard that right, it's included!

What is the term of a Passport Membership? The initial term for a standard membership is three months. Following the initial term, the membership will automatically renew for additional renewal terms of one month each (month-to-month) unless you notify us you would like to cancel.

Is there an initiation fee? Nope. And not one of those we have an initiation fee, it costs \$_____ but we'll waive it ONLY if you join TODAY, types of not having an initiation fee.

What if I want to cancel? And, if I cancel, is there a cancellation fee? You may cancel your membership at any time with 30 days advance notice. Simply complete the online Passport Termination Form available at www.toppersspa.com/membership-termination/. And, NO ... there is never a cancellation fee. A cancellation fee is just stressful.

Is a Passport Membership an actual membership? Like a gym membership? Yes, it is. However, for each month of your membership, you are entitled to the service(s) described as being part of the membership. For example, if you are an Around the World PASSPORT member, you are entitled to one 60 Minute Just Chill Massage or one Preserve Facial for each month that you are a member. IT IS INCLUDED!

What is the monthly rate for each Passport Membership? Each month's Passport Membership rate is as follows: Around the World PASSPORT \$69; First Class Trip PASSPORT \$37 and Away From It All PASSPORT \$21.

Can I enjoy membership benefits like exclusive, discounted membership pricing and Passport Membership allotted services at any Toppers Spa/Salon location? Of course you can!

What is the best Passport Membership for ME? Each Passport has been carefully designed to cater to YOUR individual spa/salon preferences. Prefer Massage, Facial or Body Treatment services? Or, you simply like to enjoy ALL that Toppers Spa/Salon has to offer? Then, Around the World is the PASSPORT is for you. Perhaps you just like to enjoy Pedicure, Airbrush Tanning, Blow Dry Styling or Hair Removal services. Then, the First Class Trip PASSPORT is definitely the one for you. Maybe you only prefer Hair Removal and Essential Manicure services? Well, Away From It All PASSPORT is the perfect fit. Of course, regardless of the Passport you choose, you will enjoy exclusive discounted pricing on all spa services. But the BEST pricing is enjoyed by selecting the Passport that BEST suits YOUR spa/salon preferences!

What exactly are my exclusive, membership discount %s? Discounts vary by each, individual service. They also vary by the Passport Membership selected. However, for what can be described as our PLATINUM membership - Around the World - Massage Therapy savings can be up to 37%; Facials & Facial Enhancements up to 37%; Hair Removal services up to 42%; Nail Care services up to 38%; Body Treatments up to 31%; Hair Care services up to 29% and Makeup services up to 29%. As often as you want!

Do I receive discounts on retail product purchases? Yes you do! A 10% savings, every day, on all regularly priced merchandise. 20% every Wednesday!

Do I receive a discount on gift card purchases? Sorry, but we are unable to extend discounts on gift card purchases.

So, I'm not so comfortable leaving my credit card on file for my membership charges - is there another option? Yes! You can PREPAY for six months at a time and eliminate recurring monthly charges with a card on file. We'll just contact you when you are approaching the end of your six month period. No problem.

What if I can't enjoy my allotted Passport Membership service(s) during one or two, three or four, etc. months? Do I lose my service(s)? Is it use-it-or-lose-it? *Of course not! They are accrued for you to enjoy at any time while you are an active Passport Member!*

What if I can't visit for a while? Maybe one, two or three months? Oh, my! What do I do? *NO worries! You can freeze your membership one time a year for up to three months. FREEZE without being left out in the cold!*

What if I cancel my membership but have unused service(s), do I lose them because I'm no longer a Passport Member? *Of course not! Even AFTER the last day of your membership, you may enjoy your accrued services for an additional 30 days after your final membership payment – at any Toppers Spa/Salon location.*

I see that there are specific services tied to each Passport Membership, what if I would like to enjoy a different service, one that isn't specifically listed? Can I do that? *Of course you can! The services associated with each Passport are simply basic suggestions. For example, if you are an Around the World PASSPORT member and enjoy massage but prefer our CURE Massage over our JUST CHILL Massage, then by all means, enjoy a CURE. Passport Members will simply be responsible for the difference between the discounted Passport Member price of the substituted service and that month's Passport Membership rate. In this case, a Passport Member would be responsible for only \$15 (\$84 Cure Massage less \$69 Around the World PASSPORT Membership rate). This can be done one month, or, every month. Enjoy whatever you desire!*

If I choose to substitute my allotted Passport Membership service, does it have to be a similar service? For example, I am a First Class Trip PASSPORT member that includes Nail Care services. Can I substitute my Nail Care services for a Facial? *Of course! The same substitution process detailed above applies.*

As a member, how many services can I get each month? *AS MANY AS YOU LIKE! Of course, your membership INCLUDES one service(s) but you may enjoy as many services – at exclusive, discounted Passport Membership prices – as you like!*

Can my wife or brother use my allotted Passport Member service(s)? *YES! Didn't Mom always say it is nice to share? Well then, SHARE! Benefits CAN be shared with friends or family members (terms, restrictions and additional fees apply). But remember, the best way to enjoy all that we offer ... often ... with friends and loved ones ... is for each of you to be Passport carrying members!*

Even though I'm enjoying "discounted" pricing as a Passport Member, do I still get to enjoy the all spa/salon amenities? *Of course you can! We will never "discount" your EXPERIENCE. Come early or stay late – unwind in our unparalleled, relaxation lounges before or after your services... slowdown and relax. You deserve it. Enjoy a robe; relax in a chaise lounge while reading a magazine; take a shower after your services – just because you're enjoying discounted prices, doesn't mean we'll make you change in your room or withhold a shower!*

I received a Toppers Spa/Salon gift card for my birthday – Can I use it to pay for my membership? *Of course you can!*

Can I buy a gift card for my sister for a membership? *Of course you can! Once she comes in, she need only to complete the Passport Membership enrollment process and at that time she can apply her gift card to as many month(s) as she likes and the gift card amount allows.*