

PASSPORT PREFERRED FAQs

So, Passport Preferred...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 Preferred Membership, EACH MONTH INCLUDES A \$69 membership gift card to be used towards ANYTHING you want! You heard that right, it's included!*

What is the term of a Passport Preferred Membership? *The initial term for a standard membership is 3 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 Preferred 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 Preferred Membership an actual membership? Like a gym membership? *Yes, it is. However, for each month of your membership, you receive a \$69 membership gift card to be used any way you want!*

What is the monthly rate for a Passport Preferred Membership? *Each month's Passport Preferred Membership rate is \$69 and that gets you a \$69 membership gift card and unlocks discounted pricing on ALL spa services and select salon services!*

Can I enjoy membership benefits like exclusive, discounted preferred pricing at any Toppers Spa/Salon location? *Of course you can!*

What exactly are my exclusive, membership discount %s? *Discounts vary by each, individual service. 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 20% savings, every day, on all regularly priced merchandise.*

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 Preferred Membership gift card during one or two, three or four, etc. months? Do I lose the dollar amount on my membership gift card? Is it use-it-or-lose-it? *Of course not! Your money is accrued for you to enjoy at any time while you are an active Passport Preferred 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 Passport Preferred 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 money left on my membership gift card, do I lose that because I'm no longer a Passport Preferred Member? *Of course not! Even AFTER the last day of your membership, you may enjoy your accrued money for an additional 90 days after your final membership payment – at any Toppers Spa/Salon location.*

As a member, how many services can I get each month? *AS MANY AS YOU LIKE! Your membership INCLUDES a \$69 membership gift card to be used any way you want and that includes being able to come in and receive as many services as you want – at exclusive, discounted Passport Preferred Membership prices!*

Can my wife or brother use my allotted Passport Preferred membership gift card? *YES! Didn't Mom always say it is nice to share? Well then, SHARE! Your membership gift card 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 Preferred members!*

Even though I'm enjoying "discounted" pricing as a Passport Preferred 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 Preferred 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.*