



**B.ROWLISSIMA**

STUDIO & ACADEMY

# **Browlissima Monthly Glow Membership Description and Terms**

## **About the Membership**

The Monthly Glow Membership is a refined skincare ritual at Browlissima Studio in Redwood City. One signature facial per month for \$200, billed automatically, designed for clients who want consistent, healthy, luminous skin without the friction of remembering to rebook.

## **Each month, choose between three signature facials:**

- Hydrafacial Signature with a complimentary Korean hand mask
- Korean Nano Infusion Facial with LED light therapy
- Nano Infusion Facial with Korean Salmon DNA and LED therapy

Membership runs \$200 per month and includes your facial. The regular non-member price for any of these facials is \$220, so members save \$20 every month. No additional payment is required at the studio for the facial itself.

Members also receive 15% off any skincare product purchased in the studio.

Billing is automatic on the 1st of every month. Unused facials roll forward one time to the following month. Cancel anytime with written notice.

All treatments are performed by our team of trained licensed estheticians, in a light-filled studio with over thirty years of aesthetic expertise.



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# Terms and Conditions

**Effective date:** May 19, 2026

**Last updated:** May 19, 2026

Welcome to the Browlissima Monthly Glow Membership. These terms describe how the membership works, what is included, how billing happens, and how to cancel. By signing up, you agree to the terms below.

## 1. Membership Overview

The Monthly Glow Membership is a recurring monthly subscription. Subscribers pay \$200 per month and receive one signature facial per calendar month at no additional charge. The regular non-member price for these facials is \$220, so members save \$20 per month compared to non-member pricing.

## 2. Eligible Services

The following facial services are included in the membership:

- Hydrafacial Signature with Complimentary Korean Hand Mask
- Korean Nano Infusion Facial (Needle-Free + LED Included)
- Nano Infusion Facial with Korean Salmon DNA and LED Therapy

Subscribers are permitted to switch between eligible services month to month at no extra charge, provided the substitution is requested at the time of booking. Booking changes within 24 hours of an appointment are subject to studio availability.

## 3. Billing

Membership billing is processed automatically by Square. The card on file is charged \$200 on the 1st of every month. This monthly fee covers one signature facial from the eligible services list. No additional payment is required at the studio for the facial itself.

If a payment attempt fails, Square will retry the charge. If after three failed attempts payment is not received, the membership pauses and the subscriber loses access to the included facial until payment is restored.



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## 4. What Is Included

- One signature facial per calendar month, from the list above
- Member rate of \$200 per month (regular non-member price is \$220, a \$20 monthly savings)
- 15% off all skincare products purchased in the studio
- Priority booking during peak weeks (subject to availability)

## 5. What Is Not Included

- Add-on services such as boosters, LED upgrades, dermaplaning, or brow treatments
- Gratuities for service providers
- Late cancellation fees, no-show fees, or studio policy charges

These items are charged separately at the time of the visit. The 15% skincare discount applies only to in-studio purchases and does not stack with other promotions, sale pricing, or third-party purchases (Amazon, browlissima.square.site, or any other channel).

## 6. Rollover Policy

If a subscriber is unable to use their monthly facial within the billing month, the unused credit will roll over one time to the following month. This rollover is permitted once per credit. If the rolled-over credit is not redeemed by the end of the second month, it is forfeited.

To illustrate: a subscriber billed on January 1 has until February 28 to redeem the January facial. A subscriber who has already rolled over a prior month's facial must redeem the current month's facial in that same month.

Subscribers are encouraged to book their monthly facial within the first two weeks of each billing cycle to ensure availability.

## 7. Cancellation

Subscribers are permitted to cancel the membership at any time. Cancellation requests must be submitted in writing to [browlissima@gmail.com](mailto:browlissima@gmail.com) or in person at the studio. Cancellations take effect at the end of the current billing cycle. The subscriber retains access to their monthly facial through the end of the paid period.

There are no cancellation fees. Membership cannot be canceled retroactively, and prior monthly payments are non-refundable.



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## **8. Pause Policy**

A subscriber is permitted to pause the membership for up to three consecutive months per calendar year. To request a pause, contact the studio at least seven days before the next billing date. During the pause period, no charges are made and no facials are credited. The membership resumes automatically at the end of the pause period unless canceled.

## **9. No-Show and Late Cancellation**

Standard studio policy applies. Appointments canceled within 24 hours of the scheduled time, or no-shows, result in a \$50 fee charged to the card on file. This fee is separate from the membership and is not waived by membership status.

## **10. Service Substitution**

The studio reserves the right to substitute equivalent services if a treatment becomes temporarily unavailable due to equipment, supply, or staffing reasons. Subscribers will be notified in advance.

## **11. Modification of Terms**

Browlissima reserves the right to modify these terms with thirty days' written notice via email to all active subscribers. Continued participation in the membership after the notice period constitutes acceptance of the new terms. If a subscriber does not wish to accept the new terms, they are permitted to cancel without penalty during the notice period.

## **12. Termination by Browlissima**

Browlissima reserves the right to terminate a membership for cause, including but not limited to abusive behavior toward staff, repeated no-shows, or non-payment. In the event of termination by Browlissima, any unused portion of the current billing cycle will be refunded prorated.

## **13. Refunds**

Membership payments are non-refundable except as outlined in Section 12. Subscribers are encouraged to use their monthly facial each month to maximize value.



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#### **14. Personal Information**

Subscriber payment information is stored securely by Square. Browlissima does not access or retain credit card numbers. For details on how Square handles payment data, see [squareup.com/legal/privacy](https://squareup.com/legal/privacy).

#### **15. Contact**

Questions about the membership, billing, or these terms?

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