



## SPA MEMBERSHIP PROGRAM APPLICATION

INITIAL 6-MONTH TERM: \_\_\_\_\_

BILLING DATE: \_\_\_\_\_

Name \_\_\_\_\_ Date \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Cell Phone \_\_\_\_\_ Secondary Phone \_\_\_\_\_

Email \_\_\_\_\_

Please enroll me in the The Spa at The Cliffs spa Membership Program.

Membership Fee of **\$150.00** per month for **6 months** includes the following services:

- **One 60-minute massage, facial or body treatment, per month (Sunday-Thursday only)**
- **One massage or facial enhancement added to the 60-minute service per month (Sunday – Thursday only; restrictions and additional upgrade fees may apply)**
- **Pool access (5 days per month; Sunday-Thursday only) Swimsuits & sandals are recommended**
- **ONE guest will be permitted to join you during your visit with a purchase of a spa day pass**
- **20% off spa products**
- **15% off standard hotel room rates (Cannot be combined with other hotel promotional rates or discounts)**
- **10% off food at Marisol (Excludes alcohol sales; must present identification to receive discount)**
- **10% off retail in The Cliffs Boutique (Excludes alcohol sales; cannot be combined with other discounts)**

I understand and agree to the following terms as a condition of membership. Please initial each statement and provide your signature on the following page:

\_\_\_\_ All guests must be 18 years of age or older.

\_\_\_\_ Spa membership requires a 6-month commitment. After the 6-month period, the Membership will default to Month-to-Month commitment. 30-day notice is required to cancel the Month-to-Month membership.

\_\_\_\_ All spa services, treatments, and pool access are subject to availability; Sunday – Thursday only.

\_\_\_\_ The Spa facility includes the use of our outdoor pool and hot tub, indoor sauna, as well as the fitness center.

\_\_\_\_ Unused services cannot be changed, substituted, or carried forward to subsequent months.

\_\_\_\_ Membership is **non-transferable** and **non-refundable**.

\_\_\_\_ All services are subject to the 24-hour cancellation policy. If you must reschedule or cancel your appointment, please advise us at least 24 hours prior to avoid being charged the full value of your service(s).

\_\_\_\_ Services not cancelled within 24 hours will be forfeited. Rescheduling within 24 hours incurs a \$50 fee.

\_\_\_\_ **Late arrivals:** Regardless of how late you begin, your service time will end on time so that the next guest is not delayed.

\_\_\_\_ A customary 20% gratuity will be automatically applied to the full value (non-membership price) of your service if you depart without completing the checkout process.

\_\_\_\_\_ Identification card must be presented at time of service, including pool and spa days/ hotel room discounts.

\_\_\_\_\_ The Spa at The Cliffs reserves priority of spa lockers to guests booked with spa appointments on same day. **Spa lockers will not be guaranteed to spa members on pool days unless a spa appointment is booked for the same day.**

\_\_\_\_\_ Members must notify The Spa at The Cliffs of any changes in address, contact information, and/or credit card information.

\_\_\_\_\_ The Spa at The Cliffs reserves the right to modify/change spa rules, regulations, services, and pricing with reasonable notice.

\_\_\_\_\_ Outside food & beverage is not permitted inside of the spa. To ensure a serene environment, we offer a small selection of snacks, infused water, and (1) glass of champagne with your service.

\_\_\_\_\_ Spa Membership discounts and services cannot be combined with other spa discounts and/or promotions. **Members cannot extend discounts to additional guests, including hotel room rate discounts, Marisol food discounts, spa product discounts, and retail discounts at the Cliffs Boutique.**

### **Cancelling your Spa Membership**

- The Spa Membership cannot be cancelled within the 6-month commitment. If you would like to cancel the membership before the first 6 months are completed, you will still be responsible for paying the remaining monthly balance.
- After the 6-month commitment is completed, the Spa Membership will default to Month-to-Month.
- If you would like to cancel your membership after your 6-month commitment, you can do so by providing a 30-day notice by emailing Spa Managers, Natalie Sumner, at [nsumner@cliffshotelandspa.com](mailto:nsumner@cliffshotelandspa.com) or Lizzette Allegranza, at [lallegranza@cliffshotelandspa.com](mailto:lallegranza@cliffshotelandspa.com)
- The 30-day notice will provide sufficient time to remove billing information and ensure the monthly charge does not occur after the date of cancellation.

**By signing below, I certify that I have read through the policies and agree to abide by them. If there is an issue with abiding by the policies, The Spa at The Cliffs reserves the right to revoke membership at any time. I also certify that I am 18 years or older.**

**Member Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

### **Credit Card Payment Authorization**

I hereby authorize The Spa at The Cliffs Hotel and Spa to charge my:

AMEX / Discover / Visa / MasterCard  
**(Please circle one)**

\_\_\_\_\_ I authorize The Spa at The Cliffs to **automatically charge my credit card \$150 every 30 days** beginning on date of signed Membership Application, for 6 consecutive months and monthly until written notice of cancellation is submitted.

\_\_\_\_\_ I authorize The Spa at The Cliffs to **charge my card \$900.00 for the full 6-month membership term** beginning on date of signed Membership Application.

**Card #** \_\_\_\_\_ **Exp:** \_\_\_\_\_ **SEC:** \_\_\_\_\_

**Name as Printed on Card** \_\_\_\_\_

I agree to pay the above credit card charges in accordance with the Card Issue Agreement. I understand that The Spa at The Cliffs will automatically add a 5% processing fee to all declined charges.

**Card Holder Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Cliffs Representative Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

*Once your membership application has been submitted, a The Spa at The Cliffs representative will contact you to finalize your application and payment information.*