



GLAM SQUAD MEMBERSHIP

**Simplify your life and amplify your savings.
Gain exclusive access to discounts,
promotions, member-only deals, and more
with our Glam Squad membership!**



Estudio Galleria

Weekly payments (from \$10 to \$50) cover upcoming appointments, ensuring both value and convenience. Enjoy additional benefits, beauty bucks, exclusive discounts, priority event access, and early loyalty program access.



#FAQs

Q1) How does the membership program work?

Your weekly membership contribution (from \$10 to \$50) goes towards your future appointments, ensuring value without hefty upfront costs. Members also enjoy exclusive discounts, priority event invites, and a head start in our loyalty program.

Q2) What benefits do I get by joining the membership program?

Budgeting! Weekly payments cover your next appointment, streamlining your finances. Plus, unlock fantastic rewards and access our loyalty program for even more benefits.

Q3) How do I sign up for the membership?

Sign up is IN STORE only

Q4) How often can I use the membership benefits?

The benefits are a one-time offer, and throughout your plan, you can visit as often as you like. If your total service cost exceeds your payments to date, the remainder will apply to your appointment.

Q5) Can I cancel my membership, and what is the process?

Memberships automatically end after the agreed amount of months...6 or 12. You can cancel early, but refunds aren't available. Your payment will be securely stored for future visits instead. You could opt for a continuing membership so you don't have to worry about it!

Q6) Can I upgrade or downgrade my membership tier?

Certainly! You can switch membership tiers with a 2-week notice. We'll handle the rest to ensure your preferences are met there maybe an additional fee to catch up on payments for the new membership tier.

Q7) How do I renew my membership, and when should I do so?

When the membership ends, we'll reach out to discuss renewal options. You can choose a continuing membership so you won't have to think about it.

Q9) Can I transfer my complementary services for something else?

As an Esstudio member, you can gift your complimentary service to a loved one. Just ask at our reception desk for a gift voucher. Please note, these services can't be exchanged for cash or store credit.

Q10) Can I get a refund in cash for the value of the services?

Sorry, no cash transfers!

Membership Perks!

6 MONTHS

T&C APPLY*



\$10
per week



Face Red Light x 4
+ 50 loyalty points

Face Red Light x 8
+ 75 loyalty points



\$20
per week



\$30
per week

Blowdry + Mini Facial Or
Esstudio Mens facial
+ 125 loyalty points

\$40
per week



Ess signature Facial
90 mins + Blowdry
+ 250 loyalty points

Dermalogica Facial
60 mins
+ 200 loyalty points

\$50
per week



Membership Perks!

12 MONTHS
T&C APPLY*



\$10
per week

\$120 Beauty Bucks
+ 100 loyalty points

\$180 Beauty Bucks
+ 150 loyalty points



\$20
per week



\$30
per week

\$220 Beauty Bucks
+ 200 loyalty points

\$40
per week



\$285 Beauty Bucks
+ 400 loyalty points

\$50
per week



\$255 Beauty Bucks
+ 300 loyalty points



Introducing Glam Squad at Esstudio Galleria!

We've designed our membership model to simplify your life and amplify your savings. Gain exclusive access to discounts, promotions, member-only deals, and more with our *Glam Squad* membership!

How it Works:

When you're a part of our Glam Squad, you pay a nominal weekly fee (depending on the membership level you choose, ranging from \$10 to \$50). This fee is then credited towards your upcoming hair and beauty appointments. This means that every time you visit us, not only are you receiving excellent value for your money, but you're also spreading out your expenses. And that's not all – as a Glam Squad member, you'll enjoy a host of complimentary benefits and savings! It's truly a steal.

But wait, there's more! In addition to the incredible savings, our members receive exclusive perks, priority invitations to our luxurious events, and a head start in our loyalty legends program race.

Check out our membership tiers:

6 months member

| Weekly Rate | 6 mths | Perks | \$ value of bonus | Loyalty points bonus |
|-------------|--------|---|-------------------|----------------------|
| \$10 | \$260 | 4 x Face Red light | \$125 | 50 points |
| \$20 | \$520 | 6 x face Red light | \$213 | 75 points |
| \$30 | \$780 | 2 x Redlight +Mini Facial 30 mins+BlowDry | \$290 | 125 points |
| \$40 | \$1040 | 3 x red light +Dermalogica Facial 60 mins | \$330 | 200 points |
| \$50 | \$1300 | Ess Facial Derm 90 mins + Blowdry | \$350 | 250 points |

| Weekly rate | 12 mths | Perks | \$ value of bonus | Loyalty points bonus |
|-------------|---------|--------------------|-------------------|----------------------|
| \$10 | \$520 | \$120 Beauty Bucks | \$170 | 100 loyalty points |
| \$20 | \$1040 | \$180 Beauty Bucks | \$255 | 150 loyalty points |
| \$30 | \$1560 | \$220 Beauty Bucks | \$345 | 250 loyalty points |
| \$40 | \$2080 | \$255 beauty bucks | \$405 | 300 loyalty points |
| \$50 | \$2600 | \$280 Beauty bucks | \$480 | 400 loyalty points |

Join the Glam Squad today and dive into a world of convenience, savings, and luxury like never before!

Glam Squad - FAQs

Q1) How does the membership program work?

Each week you pay a small sum (depending on the membership level you choose - \$10 to \$50). This amount then goes towards your upcoming hair and beauty appointments. So everytime you come in for an appointment you are not only getting your money's worth, you are also not spending a big chunk!

Additionally, you get added complementary benefits. But that's not all - our members also get exclusive discounts, priority invitations to our luxurious events and a head start in the loyalty program race.

Q2) What are the benefits of joining the salon's membership program?

Budgeting! Small payments a week that go towards your next appointment which makes budgeting a breeze. On top of this convenience you also get amazing rewards and gain entry into our loyalty program for even greater benefits!

Q3) How do I sign up for the membership?

Sign up is IN STORE only so during your next appointment let us know you're interested and we'll get you signed up! You can call us at 0433 832 231 if you have any questions prior to or during your membership.

Q4) Are there different membership tiers, and what are the differences between them?

Yes please see above

Q5) How often can I use the membership benefits?

The benefits are provided as a one-time offering, and within the duration of your plan, you are welcome to visit as frequently as you desire. However, if the total service cost exceeds your initial payment, an additional fee will be required.

For instance, if you visit after 4 weeks and have paid only \$120, and your service totals \$300, you will need to pay an extra \$180 at the appointment. Subsequent membership payments will then contribute towards covering the cost of your next appointment.

Q6) Can I cancel my membership, and what is the process for doing so?

Membership terms conclude automatically at the end of the agreed-upon 12-week period. Should you wish to terminate your membership before this timeframe, you may do so; however, please note that refunds are not provided. Instead, the amount paid will be securely stored in your profile for future use during your subsequent visit.

Q7) Can I upgrade or downgrade my membership tier?

Absolutely, you can upgrade or downgrade your membership tier. Just give us a 2 week notice and we'll make the necessary changes to accommodate your preferences.

Q8) How do I renew my membership, and when should I do so?

Every membership cycle spans a duration of 12 weeks. Upon reaching the end of this period, we will contact you to discuss membership renewal options. Opting to continue as a repeat member will entail automatic renewal setup for your convenience.

Q9) How often do we pay for the membership package and how long are the increments?

Payments are made on a weekly basis. It's important to note that when you visit and wish to utilize your membership payments, you can only access the amount that has already been paid.

Q10) Can I transfer my complimentary services for something else?

As an esteemed Esstudio member, you have the unique opportunity to share the benefits of your membership by gifting your complimentary service to someone special. Simply inquire at our reception desk, and we'll gladly provide you with a gift voucher. However, please be aware that while these complimentary services can be shared as gifts, they are non-transferable for cash or store credit.

Q11) Can I get a refund in cash for the value of the services?

Sorry, no cash transfers!

T&C Glam Squad - Membership program

1. Membership Eligibility:

- Membership is open to individuals aged 18 and above. Individuals under the age of 18 may participate with the consent of a parent or legal guardian.
- Membership pertains exclusively to customers who avail of our salon services.
- The salon reserves the right to refuse or terminate membership at its discretion.

2. Membership Fees:

- Membership fees vary based on the chosen membership level
- Fees are non-refundable and non-transferable.
- The Salon reserves the right to modify the membership fee at any time with prior notice to members.
- A 2% merchant fee will be applied to membership weekly transactions.

3. Membership Benefits and Rewards:

- Members are entitled to exclusive benefits as outlined by the Salon, including but not limited to discounts on services, priority booking, special offers, and product discounts.
- Benefits may vary and are subject to change at the discretion of the Salon.
- Benefits and rewards are exclusive to members and are subject to change without notice.
- Benefits are redeemable only by the member and cannot be transferred but can be given to someone else as a gift.

4. Appointment Scheduling and Cancellations:

- Members must adhere to salon policies regarding appointment scheduling and cancellations (Refer to our [cancellation](#) policy).
- Failure to provide less than 24 hours notice will result in forfeiture of 30% off the appointment value.

5. Membership Renewal and Cancellation:

- Your membership will not be renewed automatically unless you have contacted us and advised us to do so. To avoid disruption you could choose a continuing membership.
- Members have the option to cancel their membership at any point by submitting a written notice to Esstudio, with a mandatory two-week advance notice period.
- No refunds will be provided for membership fees already paid.

6. Use of Membership:

- Membership benefits are for personal use only and may not be transferred, sold, or assigned to any other individual.

7. Termination of Membership:

- The Salon reserves the right to terminate a member's participation in the Membership Program at its discretion.
- Reasons for termination may include but are not limited to violation of these Terms, abuse of membership benefits, or any behaviour deemed unacceptable by Esstudio.

8. Amendments to Terms:

- The Salon reserves the right to amend these Terms at any time without prior notice.
- Members will be notified of any changes to the Terms via email or other designated communication channels.

9. Limitation of Liability:

- The Salon is not liable for any loss, damage, or injury resulting from participation in the Membership Program.
- Members agree to indemnify and hold the Salon harmless against any claims arising out of their membership or use of membership benefits.

10. Governing Law:

- These Terms shall be governed by and construed in accordance with the laws of NSW, without regard to its conflict of law provisions.

By enrolling in the Membership Program, you acknowledge that you have read, understood, and agreed to these Terms and Conditions. For inquiries or assistance regarding the Membership Program, please contact jacqui.arnold@esstudio.com.au