

MEMBERSHIP TERMS & CONDITIONS

Effective Date: October 7, 2026

Version: 2026.10.07-v1

Applies to: Standard, Select, and VIP Memberships

1. Introduction and Agreement to Terms

These Membership Terms & Conditions (“Terms”) govern the recurring Membership program offered by Silk Lash Empire (“SLE,” “we,” “us,” or “our”).

By enrolling in a Membership, you agree to the terms applicable to your selected plan and authorize the recurring monthly payments associated with that plan.

Your Membership provides a combination of benefits, including monthly SLE Credits, Member Pricing, and additional benefits based on your selected Membership tier.

Membership enrollment requires completion of the SLE Membership Acknowledgment, including affirmative authorization of recurring billing and acceptance of these Terms.

Your Membership becomes active only after SLE verifies your enrollment acknowledgment and successfully processes your first Membership payment.

2. Membership Plans and Benefits

Silk Lash Empire offers three Membership tiers: Standard, Select, and VIP.

Membership Benefits Comparison

Benefit	Standard	Select	VIP
Monthly Membership Fee	\$165	\$185	\$195
Monthly SLE Credits	165	185	195
Member Pricing	Included	Included	Included
Priority Waitlist Access	Included	Included	Included
Appointment Cancellation/Reschedule Window	48 hours	24 hours	24 hours
Accepted Late-Arrival Fee	\$15	\$10	\$5
Eligible Retail/Aftercare Discount	5%	10%	10%
Birthday Perk	Included	Included	Included
Membership Milestone Rewards	Included	Included	Included
Before-Hours Member Concierge	—	Included	Included
After-Hours Member Concierge	—	—	Included
Complimentary Eligible Lash Spikes + Accent Color	—	—	Included
Master Lash Artist Upgrade	+\$10	+\$10	+\$10

All Membership benefits are subject to the eligibility requirements, availability limitations, and other provisions described in these Terms.

Standard Membership

\$165 per month

Standard includes 165 monthly SLE Credits, Member Pricing, Priority Waitlist Access, a 48-hour appointment cancellation/reschedule window, a \$15 Accepted Late-Arrival Fee, 5% off eligible retail/aftercare products, a Birthday Perk, and Membership Milestone Rewards.

Select Membership

\$185 per month

Select includes 185 monthly SLE Credits, Member Pricing, Priority Waitlist Access, a 24-hour appointment cancellation/reschedule window, a \$10 Accepted Late-Arrival Fee, 10% off eligible retail/aftercare products, a Birthday Perk, Membership Milestone Rewards, and Before-Hours Member Concierge.

VIP Membership

\$195 per month

VIP includes 195 monthly SLE Credits, Member Pricing, Priority Waitlist Access, a 24-hour appointment cancellation/reschedule window, a \$5 Accepted Late-Arrival Fee, 10% off eligible retail/aftercare products, a Birthday Perk, Membership Milestone Rewards, Before-Hours Member Concierge, After-Hours Member Concierge, and complimentary eligible lash spikes and accent-color enhancements.

Full-color lash sets are excluded from the complimentary VIP design benefit.

3. Membership Enrollment and Activation

Membership enrollment is completed through Silk Lash Empire.

Before SLE activates or charges a Membership, the enrolling client or authorized parent/legal guardian must complete the SLE Membership Acknowledgment.

The acknowledgment identifies the selected Membership, recurring monthly fee, monthly SLE Credit allowance, applicable Terms version, and recurring-payment authorization.

The client must affirmatively authorize recurring billing, acknowledge these Terms, and provide an electronic signature.

SLE will verify completion before processing the first Membership payment through Phorest.

An enrollment acknowledgment alone does not activate a Membership. Activation occurs following successful payment.

For Memberships enrolled during October 2026, there is no additional enrollment fee.

No complimentary service, lash bath, full set, or other signup gift is automatically included unless separately offered and expressly confirmed by SLE.

4. Monthly Billing and Automatic Renewal

All Memberships are month-to-month and automatically renew.

There is no minimum Membership commitment.

The applicable monthly Membership fee is:

- Standard: \$165 per month.
- Select: \$185 per month.
- VIP: \$195 per month.

By enrolling, you authorize Silk Lash Empire to charge your authorized payment method the recurring monthly fee associated with your selected Membership.

Your first payment is processed upon Membership activation. Subsequent payments are scheduled monthly according to your Membership billing cycle.

Your Membership will continue renewing automatically until you cancel future renewal.

Your activation confirmation will identify your applicable billing schedule.

Membership benefits depend on successful payment and are available during the applicable paid Membership cycle.

Additional eligible purchases, upgrades, and fees not covered by available SLE Credits remain separately payable.

5. What Your Membership Payment Includes

Your recurring Membership fee purchases the complete Membership benefits package associated with your selected tier.

This package includes monthly SLE Credits, Member Pricing, and the additional applicable Membership benefits.

SLE Credits are monthly Membership-use Credits included as one component of the overall Membership package.

They are not separately purchased gift cards or additional stored-value products.

Your Membership fee is not solely a purchase of an equivalent amount of SLE Credits.

All SLE Credit terms remain subject to applicable consumer-protection laws.

6. Monthly SLE Credits

Following each successfully processed monthly Membership payment, the Member receives the applicable monthly SLE Credit allowance.

- Standard receives 165 monthly SLE Credits.
- Select receives 185 monthly SLE Credits.
- VIP receives 195 monthly SLE Credits.

Credit Usage

Available SLE Credits may be applied toward eligible:

- Silk Lash Empire services.
- Retail and aftercare products.
- Applicable fees expressly eligible for Credit redemption.
- Master Lash Artist upgrades.

If available Credits do not cover the full eligible purchase, the Member may pay the remaining balance using another accepted payment method.

Credit Restrictions

Monthly SLE Credits:

- Apply to the applicable successfully paid Membership billing cycle.
- Do not roll over into future billing cycles.
- Expire at the end of their applicable paid billing cycle, subject to applicable law.
- Are non-transferable.
- Cannot be sold, shared, or transferred between clients.
- Are not redeemable for cash except where required by law.

SLE Credits cannot be used to purchase:

- Another Membership.
- Service Series.
- Gift cards.
- Additional stored-value credit.

Accepted Late-Arrival Fees are excluded from SLE Credit redemption and must be paid separately using another accepted payment method.

The expiration or treatment of any balance protected by applicable law will be governed by that law.

7. Member Pricing

Member Pricing is a separate benefit from the monthly SLE Credit allowance.

Active Members receive access to applicable SLE Member Pricing for eligible services.

Member Pricing remains available throughout the Member's active paid billing cycle, even after all monthly SLE Credits have been exhausted.

When available Credits are insufficient, the remaining eligible purchase amount may be paid using another accepted payment method at the applicable Member Price.

Member Prices vary by service and may be reviewed through SLE's current Membership pricing information.

Member Pricing may be updated prospectively in accordance with these Terms and applicable notice requirements.

8. Priority Waitlist Access

All active Standard, Select, and VIP Members receive Priority Waitlist Access.

Members may submit appointment requests through SLE's designated Member Priority Waitlist.

If an appointment opening becomes available and an active Member and a Non-Member are waiting for the same eligible opening, the active Member receives priority, subject to service eligibility, artist availability, and applicable appointment requirements.

If multiple active Members are waiting for the same eligible opening, priority follows the order in which the qualifying waitlist requests were received.

Priority Waitlist Access does not:

- Guarantee an appointment.
- Guarantee an earlier appointment.
- Guarantee availability with a specific artist.
- Guarantee a particular date or time.
- Override another client's confirmed appointment.
- Automatically create or confirm a booking.

SLE verifies active Membership eligibility before granting Member Priority Waitlist benefits.

All appointments require normal booking confirmation.

9. Member Concierge

Member Concierge provides eligible Members with access to request exclusive appointment opportunities outside SLE's regular operating hours.

Select Members

Active Select Members may request **Before-Hours Member Times**.

VIP Members

Active VIP Members may request **Before-Hours and After-Hours Member Times**.

Member Times are specially requested appointment opportunities, not guaranteed appointment inventory.

Before-Hours Member Times may include opportunities before regular salon opening, while After-Hours Member Times may include opportunities after regular salon closing.

Availability is determined individually.

All Member Concierge requests require SLE management review and approval.

Member Concierge does not guarantee:

- A particular appointment time.
- Availability on a requested day.

- An appointment with Jackie.
- An appointment with another specific artist.
- Permanent extensions to regular artist schedules.

SLE may approve a request, propose an alternative, or decline a request based on actual availability.

Approved appointments are confirmed through SLE's regular appointment-booking process.

Member Concierge access is a request-based Membership benefit and does not authorize Members to independently reserve appointments outside regular salon hours.

10. VIP Complimentary Lash-Design Benefit

Active VIP Members receive complimentary eligible lash spikes and accent-color enhancements on applicable lash appointments.

This benefit is subject to:

- Artist recommendation.
- Service suitability.
- Available appointment time.
- Current SLE service eligibility requirements.

Full-color lash sets are excluded.

This benefit does not include unlimited lash-design additions or enhancements requiring appointment time beyond what SLE can reasonably accommodate.

The artist determines whether the requested enhancement is suitable for the scheduled service.

11. Appointment Cancellation and Rescheduling

Membership appointment cancellation benefits vary by tier.

Standard Membership

Standard Members follow SLE's regular **48-hour appointment cancellation/reschedule requirement**.

Select and VIP Memberships

Active Select and VIP Members receive a **24-hour appointment cancellation/reschedule window** for eligible appointments.

An eligible appointment cancelled or rescheduled at least 24 hours before its scheduled start time will not incur the applicable late-cancellation charge.

Appointments cancelled or rescheduled with less than the applicable notice period remain subject to SLE's cancellation policies.

Appointments booked within the applicable notice period remain subject to the relevant appointment policies.

Membership does not eliminate No Show rules, repeat-No-Show restrictions, service requirements, or applicable safety policies.

Separately purchased Service Series remain subject to their applicable purchased terms, including any session-forfeiture requirements.

These appointment cancellation windows are separate from your right to cancel the Membership itself.

12. Accepted Late Arrivals

An active Member's applicable Accepted Late-Arrival Fee depends on the Membership tier:

Client Type	Accepted Late-Arrival Fee
Non-Member	\$15
Standard	\$15
Select	\$10
VIP	\$5

An Accepted Late-Arrival Fee applies only when SLE accepts and performs a qualifying late appointment.

Existing Appointment Rules Remain Applicable

For lash-extension appointments, SLE provides a 10-minute grace period.

If a client arrives more than 10 minutes late, the assigned artist determines whether sufficient time remains to perform the service appropriately.

The artist may decline the appointment when insufficient time remains, including before the client reaches 20 minutes late.

Arriving more than 20 minutes late automatically results in a No Show classification.

Services other than lash extensions do not receive the same 10-minute grace period and remain subject to the applicable Salon Policies.

An accepted late appointment ends at its originally scheduled time.

The artist will not rush the service or delay another guest to accommodate lateness.

If the appointment is classified as a No Show, the applicable No Show policy applies instead of the Accepted Late-Arrival Fee.

The two charges are not stacked for the same appointment.

Payment of Accepted Late-Arrival Fees

Accepted Late-Arrival Fees must be paid separately using another payment method accepted by SLE.

Monthly SLE Credits cannot be applied toward these fees.

A reduced Accepted Late-Arrival Fee is a Membership benefit, not permission to arrive late or an extension of the appointment grace period.

13. Master Lash Artist Upgrade

All active Membership tiers receive access to the applicable Member Master Lash Artist Upgrade.

The upgrade is **\$10 per eligible lash-extension appointment** performed by a Master Lash Artist.

Available SLE Credits may be applied toward this upgrade.

If insufficient Credits remain, the applicable upgrade balance is payable using another accepted payment method.

The Master Lash Artist Upgrade is separate from the Accepted Late-Arrival Fee and follows the applicable service pricing rules.

14. Eligible Retail and Aftercare Discounts

Active Members receive the following discounts on eligible retail and aftercare products:

Membership	Discount
Standard	5%
Select	10%
VIP	10%

These discounts apply to eligible products sold by Silk Lash Empire.

Certain products or promotions may be excluded.

Retail discounts cannot automatically be combined with other discounts or promotional offers unless SLE expressly permits the combination.

Available SLE Credits may separately be applied toward eligible retail purchases.

Retail discounts have no independent cash value.

Applicable sales taxes are charged on taxable retail purchases as required by law.

15. Birthday Perk

Active Members are eligible for Silk Lash Empire's Birthday Perk.

Birthday benefits are provided according to SLE's current Membership Birthday Perk program.

Specific Birthday Perk details, eligibility conditions, and redemption requirements are communicated separately.

Birthday Perks are not redeemable for cash.

Birthday Perks may be updated prospectively, subject to applicable notice requirements.

16. Membership Milestone Rewards

Active Members may earn Membership Milestone Rewards through consecutive successfully paid Membership months.

The applicable milestones and corresponding rewards are determined under SLE's current Membership Milestone Rewards program and communicated separately.

Rewards may include special Member experiences, gifts, or eligible services.

Milestone Rewards:

- Are based on consecutive successfully paid Membership months.
- Are not redeemable for cash.
- Remain subject to applicable eligibility requirements.
- May involve service and appointment availability.
- May remain subject to the applicable Master Lash Artist Upgrade when a reward involves an eligible lash service.

Cancellation ends the Member's current consecutive Membership milestone progress.

If a former Member later re-enrolls, milestone progress begins again from the new enrollment period.

SLE may update future milestone rewards prospectively, subject to applicable notice requirements.

Changes will not retroactively remove benefits already earned and vested under the applicable reward terms.

17. Failed Membership Payments

If a recurring Membership payment fails, SLE or its payment provider may attempt to process the payment again.

No new monthly SLE Credits will be issued until the applicable recurring payment successfully processes.

Membership benefits may be restricted or inactive while payment remains unresolved.

Following successful payment, the applicable monthly Credits and Membership benefits may resume.

Repeated unresolved failed payments may result in Membership cancellation.

A failed payment does not automatically create an entitlement to additional unpaid Membership benefits.

18. Membership Cancellation

You may cancel future automatic Membership renewal at any time.

Membership cancellation does not require a reason, cancellation survey, additional signature, retention conversation, or discretionary management approval.

Cancel by Email

Email: salon@silkashempire.com

Our Membership Terms webpage provides a **Cancel Membership by Email** option that opens a prepared cancellation email.

You may send that email without adding information.

Cancel by Text

Text: (818) 298-4274

Our Membership Terms webpage also provides a **Text to Cancel Membership** option.

Cancel by Phone

Phone: (818) 849-6976

You may also request cancellation in person at the salon.

A cancellation request communicated through an available method is sufficient to request termination of future Membership renewal.

Simply opening a prepared email or text does not submit the request; the message must be sent.

Effect of Cancellation

When SLE receives your cancellation request, SLE will promptly stop future automatic renewal and provide confirmation.

Cancellation does not require you to complete additional steps intended to delay or discourage cancellation.

Your right to cancel does not depend on when SLE completes its internal administrative processing.

If a recurring charge is processed after a valid cancellation request that should have stopped that charge, SLE will correct the erroneous charge.

19. Membership Benefits After Cancellation

If you cancel during an already-paid Membership billing cycle, your Membership benefits remain available through the normal end of that paid cycle.

During the remainder of the paid period, you may continue using:

- Remaining monthly SLE Credits.
- Applicable Member Pricing.
- Applicable Membership benefits.

At the end of the already-paid billing cycle:

- Your Membership ends.
- Member Pricing ends.
- Membership benefits end.
- Remaining monthly SLE Credits expire, subject to applicable law.
- No additional monthly SLE Credits are issued.
- No future recurring Membership renewal is charged.

Remaining Membership benefits do not extend beyond the last successfully paid Membership cycle merely because SLE has not completed a final administrative cancellation step.

20. No Freeze, Pause, or Hold

Memberships do not include a freeze, pause, or hold option.

Members who do not wish to continue recurring Membership payments may cancel future renewal.

21. Refunds

Successfully processed Membership payments are non-refundable except where required by law.

SLE does not provide prorated refunds for an already-paid Membership billing cycle except where required by law.

Cancellation generally stops future recurring payments while preserving eligible benefits through the remainder of the already-paid cycle.

This provision does not limit any refund, correction, or other consumer right required by applicable law.

22. Promotions and Combining Benefits

Member Pricing, monthly SLE Credits, retail discounts, First-Time Client Specials, Service Series, temporary promotions, and other offers may have different eligibility rules.

These benefits and offers are not automatically combinable.

SLE may identify which offers can or cannot be combined.

Existing purchased Service Series remain governed by the terms applicable to those purchases.

Membership enrollment does not retroactively modify previously purchased Series or other prepaid arrangements.

23. Individual Membership Use

Memberships are intended for the individual client enrolled in the applicable plan.

Membership-specific benefits, Member Pricing, and monthly SLE Credits are non-transferable except where applicable law requires otherwise.

Monthly Credits cannot be sold, shared, or transferred between clients.

Membership does not guarantee services with a specific provider, on a particular day, or at a particular time.

24. Minors and Parent/Guardian Authorization

Membership enrollment is available to eligible SLE clients age 16 or older.

Clients who are 18 or older may authorize and electronically sign their own Membership agreement.

For clients ages 16 or 17, a parent or legal guardian must authorize the recurring Membership payments, accept these Terms, and electronically sign the SLE Membership Acknowledgment.

The parent or legal guardian providing the recurring-payment authorization accepts responsibility for the authorized Membership billing.

Clients under 16 are not eligible for Membership enrollment under SLE's current enrollment program.

Membership recurring-payment authorization is separate from any required salon treatment consent.

Existing minor-client service policies continue to apply.

25. Changes to Membership Pricing, Benefits, or Terms

SLE may prospectively update Membership pricing, Member Pricing, Membership benefits, retail discounts, Birthday Perks, Milestone Rewards, or these Terms.

Changes will not retroactively modify the benefits applicable to an already-paid Membership billing cycle.

SLE will provide clear notice of material changes and information about cancellation as required by applicable law.

For a change in an existing Member's recurring Membership fee, SLE will provide the required notice **no fewer than seven days and no more than 30 days before the change takes effect**, including cancellation instructions.

Members may cancel future renewal if they do not wish to continue under updated terms.

Updated Terms will identify their applicable effective date and version.

SLE will preserve records of the Terms accepted at enrollment and will not replace historical acceptance records with later versions.

26. Electronic Enrollment and Communications

Membership enrollment may include electronic acknowledgments and signatures.

By providing contact information for Membership administration, you agree that SLE may send necessary Membership-related transactional communications electronically.

These may include:

- Enrollment acknowledgments.
- Payment and activation confirmations.
- Billing and failed-payment notifications.
- Required renewal reminders.
- Material Membership changes.
- Updated Membership Terms.
- Cancellation confirmations.
- Other necessary Membership-related communications.

These communications are separate from optional promotional marketing.

Members are responsible for maintaining accurate contact information.

SLE will provide a retainable acknowledgment of the Membership agreement, including the applicable recurring-payment terms and cancellation information.

SLE maintains enrollment and billing-authorization records in accordance with applicable recordkeeping requirements.

27. Taxes

Applicable taxes may apply to taxable retail purchases as required by law.

Retail purchases remain subject to the applicable tax treatment of the retail transaction, including when eligible SLE Credits are used.

28. Relationship to Salon Policies

All applicable Silk Lash Empire Salon Policies continue to apply to Members unless a specific Membership benefit expressly provides a different rule.

Membership does not waive:

- No Show policies.
- Repeat-No-Show restrictions.
- Applicable deposit or prepayment requirements.
- Service eligibility requirements.
- Lash fill eligibility requirements.
- Treatment-area safety requirements.
- Applicable service-specific policies.
- Appointment availability requirements.

Where these Membership Terms expressly provide a different appointment cancellation/reschedule window or Accepted Late-Arrival Fee, the applicable Membership benefit controls for an eligible active Member.

Current Salon Policies are available at:

<https://silklashempire.com/salon-policies/>

29. Applicable Law

These Membership Terms are governed by applicable California law.

Nothing in these Terms limits consumer rights, cancellation rights, refund rights, or other protections that cannot legally be waived.

If a provision conflicts with applicable law, the applicable law controls.

30. Contact and Cancellation Information

Silk Lash Empire

7600 Balboa Blvd, Suite 205
Van Nuys, CA 91406

Phone: (818) 849-6976

Email: salon@silk lashempire.com

Membership Text / Cancellation Text: (818) 298-4274

Membership Terms:

<https://silk lashempire.com/membership-terms/>

Member Services:

<https://silk lashempire.com/member-services/>

Members may submit cancellation requests through the available methods described in Section 18.