

## Membership Terms & Agreement

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### 1. Membership Overview

Your Creekside Retreat membership is a **12-month agreement** designed to reward loyalty, consistency, and personalized care. Each plan includes:

- Monthly credit loaded to your **Creekside Membership Card**
  - Exclusive member-only discounts
  - One designated **treatment focus area** for optimized benefits
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### 2. Membership Term

- Membership is a **12-month commitment** from the date of enrollment
  - Membership **automatically renews annually** unless canceled in writing by the **25th of the final month** of the current term
  - Early cancellation is not permitted unless agreed upon in writing by Creekside Retreat
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### 3. Billing & Payment

- Membership is billed on the **1st of each month**
- Invoices are emailed **mid-month** as a courtesy reminder
- Upon successful payment, your **monthly credit is immediately available** via your **Creekside Membership Card**
- **By enrolling, you authorize** Creekside Retreat to **charge your saved payment method monthly** in accordance with your membership plan

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- Charges will continue until your contract ends or written cancellation is received per policy

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#### 4. Membership Credit

- Monthly credit may be used on eligible services and **never expires**
- Unused credit may be **rolled forward indefinitely** as long as membership remains active
- If membership lapses, **member discounts will no longer apply** to existing credit
- Credit is **non-transferable** and **non-refundable**

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#### 5. Member Discounts:

##### Refresh & Redefine

- **15% OFF:** Weight Loss Medical Management, Medications and Supplies, Body Contouring, IV infusions for weight Loss
- **10% OFF:** All other Creekside Services: Aesthetics, Hormone Optimization, Hair Loss and more
- Discounts are only active while your membership is in good standing
- If membership is canceled or paused beyond the grace period, discounts are removed

##### Renew & Restore

- **20% OFF:** Weight Loss Medical Management, Medications and Supplies, Body Contouring, IV infusions for weight Loss
- **15% OFF:** All other Creekside Services: Aesthetics, Hormone Optimization, Hair Loss and more
- Discounts are only active while your membership is in good standing
- If membership is canceled or paused beyond the grace period, discounts are removed

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## 6. Focus Area Policy (Focus area: Redefine/Weight Loss)

- Each membership includes **one treatment focus area** for personalization and benefit tracking
- Members may **change their focus area once per 12-month term** for a **\$50 administrative fee**
- Additional changes may be considered at the discretion of Creekside Retreat and may incur additional fees

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## 7. Pausing & Account Maintenance

- Membership may be paused for **up to 3 consecutive months** at no charge
- After 3 months, a **\$15/month maintenance fee** will be applied to preserve credits and member status
- No new credit will be issued during paused months
- After 6 months of inactivity, membership is subject to cancellation

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## 8. Cancellations

- Cancellations must be submitted in writing by the **25th of the month** to avoid charges on the 1st
- **No refunds** will be issued for partial months, unused credits, or discounts not applied
- Credits earned prior to cancellation may still be used, but will no longer qualify for member discounts

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## 9. Limitation of Liability

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Creekside Retreat and its providers are **not responsible for individual results or treatment reactions**. By participating in services, you agree to follow all pre- and post-care instructions and disclose any relevant health conditions. Membership is not a substitute for professional medical advice or diagnosis.

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## 10. Privacy & Confidentiality

Creekside Retreat follows all HIPAA and data privacy standards. Your personal health information is stored and managed in accordance with our [Privacy Policy].

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## 11. Force Majeure

Creekside Retreat is not liable for disruptions to service due to circumstances beyond our control, including natural disasters, pandemics, or vendor supply issues. We reserve the right to pause or adjust membership benefits under such conditions.

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## 12. Agreement & Acknowledgment

By enrolling in membership, I confirm I have read and agree to the above terms. I authorize monthly recurring charges and understand my commitment is for 12 months, with auto-renewal unless I cancel in writing per policy.

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