

# Membership

There are three levels of membership, each with an allocation of Butterfly Points. Every treatment has a value of Butterfly Points. As a member, you can use both Butterfly locations for whatever treatments you like, up to the value of your points each month.

Simply redeem your Butterfly Points against each treatment and for multiple treatments, points can be easily combined.

PACKAGE	POINTS ALLOCATION	PRICE
Pamper:	15	£60
Luxury:	25	£100
Indulgence:	50	£200

## HOW IT WORKS

**BUTTERFLY POINTS**

		
Brow shape & tidy Brow tint Relax massage Lashes	Dainty digits mini Twinkle toes Smokey eyes Mini-facial	Make-up Hair ups & curls Dry Blow Dry Dainty digits

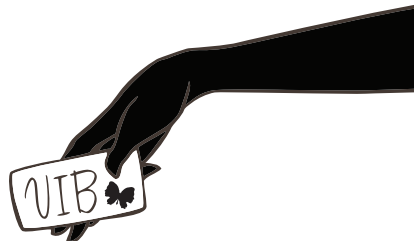
- Each individual treatment is valued at 1 to 3 Butterfly Points
- Points can be redeemed against any of the treatments above
- If all points are used up there is an option to upgrade to the next package
- Annual “holiday freeze” offered for one month
- Once every six months points can be rolled over (up to a maximum of double the number of points in the package)

# Member Benefits

## AND EXCLUSIVE OFFERS

Joining Butterfly gives you a whole range of special benefits and offers with other suppliers which we've specially negotiated for you.

As a Very Important Butterfly, you will enjoy:



### SAVINGS

Significant savings of up to 70% compared to buying treatments individually.

### MEMBERSHIP CARD

Your personal card to use at any Butterfly boutique with a unique code for you to use for online bookings.

### PRODUCT LAUNCHES

Exclusive offers and the opportunity to try new product ranges.

### EVENTS

Member events including private sales, style evenings and trunk shows.

### VOUCHER

As a welcome to the VIB club, you will receive a complimentary voucher from Duda Does; the Personal PA who will do the things you don't have time for – from all your home filing to finding you a reliable cleaner.

### CHAMPAGNE

One Lombard Street offers all VIBs a glass of champagne on arrival and amuse bouches with the chef's compliments (member + 1 guest), when booking through Elena Leva: [el@jessen.co.uk](mailto:el@jessen.co.uk)

### THANK YOU GIFT

Assuming you love a quick pamper as much as we enjoy providing it, once you are a Butterfly member for 3 months, you'll get a lovely gift from us to say thank you.

# Terms & Conditions

## 1. MEMBERSHIP USAGE

- i. Butterfly membership cannot be used in conjunction with any other offer.
- ii. Butterfly points relate to treatments only and are not valid for lessons.
- iii. Butterfly points are not valid for mobile services, weddings or beauty treatments and alternative therapies based in Downstairs at Butterfly St Paul's.
- iv. Butterfly membership is non-transferable to another person.
- v. Butterfly points are valid for weekday use only, during published opening hours.

## 2. SIGNING UP AND POINTS

- i. Minimum sign up: three months, with payment taken a month in advance by credit card.
- ii. Monthly payments will continue to be taken after the initial three months unless membership is cancelled.
- iii. Members have the option to cancel at any time after three months. Cancellations must be made in writing to [membership@butterfly-london.com](mailto:membership@butterfly-london.com).
- iv. Members points clear at the end of each month and go back to the original monthly allocation. For example, Pamper member points will automatically go back up to fifteen points at the start of each month, regardless of how many have been used.
- v. Members may request a rollover of up to one month's worth of points to a maximum of double the number of points in the monthly allocation. Points cannot be accumulated over several months. Members may only roll over points once in any six month period. Points will only be rolled over on request in writing to [membership@butterfly-london.com](mailto:membership@butterfly-london.com). As an example, with a Pamper package for fifteen points per month, fifteen unused points may be rolled over, but no more than thirty points will ever be accumulated.
- vi. Members may freeze membership for up to four weeks in any one year. This means that if The Member informs Butterfly in writing that he/she is going on holiday, Butterfly will put the membership on hold for the duration of the Member's vacation up to a maximum of four weeks in one year.
- vii. When a membership is cancelled, leftover points may not be used.

## 3. CONFIDENTIALITY

- i. All Member details remain confidential and we do not divulge details with any third parties.
- ii. All credit card details are kept in a secure encrypted online system.

## 4. CONDITIONS OF USE

- i. These are the terms and conditions applicable to Papillon London Limited t/a Butterfly.
- ii. The validity, construction and performance of these Terms shall be governed by English law and we and you hereby submit to the exclusive jurisdiction of the English courts.
- iii. We reserve the right to change member benefits and exclusive offers without prior notice for any reason.
- iv. We reserve the right, in our sole discretion, to refuse entry and/ or membership and/ or to revoke membership without refund if the member behaves in a threatening or abusive manner towards any member of staff, freelancer or client at Butterfly or damages or threatens to damage any of the property of Butterfly.
- v. We may terminate your membership with immediate effect if i) you have breached any terms and conditions of this contract; or ii) membership fees or other charges remain unpaid 7 days after the due date, provided that we give you written notice of the breach and you have not remedied it within 7 days of the notification date.
- vi. We reserve the right to change these Terms and Conditions at any time.