



## **Terms & Conditions for Participating Properties Professional Beauty Verified Member Programme**

The Professional Beauty Verified Member programme has been created to support the professional beauty, spa, hair, aesthetics and wellness industry by recognising verified professionals and encouraging greater connection within the community.

Properties that choose to participate in the programme agree to provide genuine value to Verified Members and to maintain a consistent standard so that the programme remains fair, credible and beneficial for both businesses and industry professionals.

Participation in the programme is voluntary. However, all participating properties must agree to the following terms.

### **1. Minimum Participation Standard**

Participating properties must provide a genuine benefit to Professional Beauty Verified Members.

This benefit must be equivalent to at least one of the following:

- A minimum of 10% discount on selected services, or
- A special package price not normally available to the public, or
- A complimentary upgrade, add-on, or additional service of reasonable value

The offer must be available on a regular basis, for example:

- On at least one set day per week, or
- On selected quieter periods, or
- Subject to defined availability agreed in advance

The conditions of the offer must be clearly stated when joining the programme.

### **2. Availability and Conditions of Offers**

Participating properties may set reasonable conditions on their offer, including:

- Specific days or times
- Selected services only
- Advance booking required
- Limited availability
- Blackout dates
- Maximum number of bookings per day

However, all conditions must be clearly declared and the offer must be honoured when a booking is accepted under those conditions.



Members must be informed of any restrictions at the time of booking.

### **3. Commitment to Good Faith Participation**

The programme operates on trust within the professional community. By joining the programme, the participating property confirms that:

- The offer listed is genuine
- Staff are aware of the programme
- The offer will be honoured when booked correctly
- The property intends to support the spirit of the programme

The programme should not be used for promotional purposes unless the stated offer can be delivered.

### **4. Participation Levels**

To help members understand the level of benefit available, properties may be displayed at different participation levels depending on the value and consistency of the offer provided.

Examples may include:

- Partner – meets minimum programme standard
- Preferred Partner – enhanced or regular benefits
- Recommended Partner – strong and consistent participation

These levels are for guidance only and do not guarantee placement.

### **5. Monitoring and Feedback**

To ensure the programme remains fair and credible, Professional Beauty may monitor participation through:

- Member feedback
- Direct enquiries
- Periodic checks
- Review of booking experiences

This monitoring is intended to protect both members and participating properties and to maintain the integrity of the programme.

Professional Beauty may contact a property to confirm the current terms of its offer where feedback indicates that the advertised benefit may not have been provided.



## 6. Failure to Honour the Offer

Where a participating property repeatedly fails to provide the advertised benefit, Professional Beauty reserves the right to:

- Request clarification
- Update the listing
- Temporarily suspend the listing
- Remove the property from the programme

Removal from the programme does not prevent the property from re-applying in the future.

## 7. Right to Review Participation

Professional Beauty reserves the right to review all participating properties to ensure the programme continues to operate fairly and in the interests of the professional community.

Participation may be declined or withdrawn if a property does not meet the programme standard or if continued participation may affect the reputation or credibility of the scheme.

## 8. Nature of the Programme

The Professional Beauty Verified Member programme is intended to support the industry community.

Professional Beauty promotes participating properties but is not responsible for:

- Pricing
- Availability
- Booking arrangements
- Service delivery
- Disputes between members and properties

All offers are provided at the discretion of the participating property.

## 9. Agreement

By applying to participate in the Professional Beauty Verified Member programme, the property confirms that it has read and agrees to the terms above and agrees to maintain the standard expected within the programme.