

The logo for Leading Spas of Canada features the text "LEADING SPAS OF CANADA" in a white, sans-serif font, centered within a dark teal rectangular bar. Behind the text, there is a decorative, light teal graphic consisting of several overlapping, flowing loops that resemble a stylized signature or a decorative flourish.

LEADING SPAS OF CANADA

Leading Spas of Canada Gift Certificate Program

The following information has been provided to Gift Certificate end users. Unfortunately we can not guarantee all users will abide the policies.

Spa-Goer

How to use your certificate:

- Leading Spas of Canada Gift Certificates are only valid at Leading Spas of Canada members' spas that are members in good standing at the time of booking services.
- A Leading Spas of Canada gift certificate may be redeemed for spa services, products, accommodation and/or spa food & beverage. Some limitations or restrictions may apply at each individual property. It is the responsibility of the spa-goer to determine in advance with the property if any restrictions do apply.
- A Leading Spas of Canada Gift Certificate may NOT be redeemed for cash. At the discretion of the spa operator, the bearer may apply part or all of the Gift Certificate value to a service provider gratuity. Any unused balance may be exchanged for a credit to the client toward to additional future services, but in no case will the balance be refunded in cash.
- Prior to redemption, we recommend that the spa goer contact the Leading Spas of Canada to ensure that their spa of choice is a current association member in good standing.
- The spa goer must contact the spa of choice to book their treatment(s) in advance and to inform the spa operator that they will be redeeming a Leading Spas of Canada Gift Certificate.
- The spa goer must present the ORIGINAL Gift Certificate to the spa upon check in at the spa registration desk prior to receiving their treatments. Photocopies are not acceptable.
- The spa operator receives and keeps the ORIGINAL Gift Certificate from the spa goer.
- Leading Spas of Canada Gift Certificates are non-refundable and not replaceable.
- The Leading Spas of Canada and its participating member spa operators regard all of the association's Gift Certificates as "payable to bearer" and cannot be held responsible or accountable for any claims to the contrary including loss, theft or otherwise.

While The Leading Spas of Canada will make every effort to ensure that all of its members in good standing are fully informed about the association's Gift Certificate program & procedures, it cannot guarantee that every employee of every spa member will have this information. It is the responsibility of the end-user to advise the spa in advance and at the time of booking that they will be paying for part or all of their services with a Gift Certificate from Leading Spas of Canada and to receive confirmation that this is an acceptable form of payment. It is recommended to take note of the name of the spa contact person who confirmed acceptance of the gift certificate during the reservation process. It is normal practice for spa operators to request a credit card number to confirm the booking and if the client cancels at the last minute or does not produce the original Gift Certificate at the time of service provision, the credit card will be charged for the services and/or products according to each spa's policy.



LEADING SPAS OF CANADA

Spa Operator

How to accept and recover the value of Gift Certificates:

- Only current Leading Spas of Canada members in good standing are eligible to redeem a Leading Spas of Canada gift certificate. Such membership and the eligibility to receive redemption for Gift Certificates will be determined as the date the client receives services under payment by the Gift Certificate. In cases of dispute, the onus is on the spa operator to prove the date of use.
- A Leading Spas of Canada Gift Certificate may be redeemed for spa services, products, accommodation and/or spa food & beverage. If any particular limitations apply to the spa operation then it is the responsibility of the spa to inform both the client and the association in advance of treatment delivery or product sale.
- The spa operator upon acceptance of the Gift Certificate from the client will complete the **Redeeming Spa Name & Signature** and the **Redemption Date** sections on the **ORIGINAL Gift Certificate**.
- The spa operator may then invoice Leading Spas of Canada for the full Gift Certificate amount.
- **The ORIGINAL Gift Certificate, with redemption information completed by the spa operator, must be attached to the submitted invoice for payment. Photocopies are not acceptable.**
- Spa operators must retain a copy of their invoice and the related Gift Certificates in the event that the originals are not received by the Leading Spas of Canada office. The Leading Spas of Canada is not responsible for non-receipt of the original documents. It is recommended that all such submissions are made in such a manner that delivery can be traced.
- The spa operators invoice may include more than one Gift Certificate but all redemption requests must be made within 90 days of receiving the Gift Certificate as payment for services rendered or product purchased.
- There will be a service fee charged to the spa operator of 5% of the total invoice amount to a maximum of \$10.00. This gives you the option to submit any number of certificates for redemption on the same invoice for a maximum service fee of \$10. A small price to pay for enhanced exposure.
- **GST will be added to the service fee charged to the spa operator.**
- Leading Spas of Canada will pay all redemption invoices submitted with supporting ORIGINAL Gift Certificates attached within 30 days.

Examples:

1. Client paid with a \$100 GC. Your payment will be \$94.75 from LSC.

Certificate Redeemed	100.00
Less Service Fee	<u>5.25</u> (fee including GST)
Invoice to LSC	\$ 94.75

Attach original certificate to your invoice (no photocopies).

2. You accepted certificate/s in the amount of \$500. You will receive \$489.50 from LSC.

Certificate/s Redeemed	\$500.00
Less Service Fee	<u>10.50</u> (maximum fee including GST)
Invoice to LSC	\$ 489.50

Attach original certificate to your invoice (no photocopies).

Mail invoices and used certificates to:

Leading Spas of Canada, Box 157, Sooke, BC V9Z 0P7
Toll Free 1-800-704-6393