



Membership Terms & Conditions

1. Overview of Membership Programs

Sensa offers the Bathhouse Membership in three tiers, Silver, Gold, and Platinum, each with its own pricing and benefits.

2. Bathhouse Membership

2.1 Description

Bathhouse Membership provides unlimited access to Sensa's thermal circuit, by reservation and subject to availability (see Section 5.4), including the pools, saunas, steam rooms, rain room, ice cave, and cold plunges, along with the monthly treatment credits, wellness shots, and IV therapy sessions described below. Bathhouse Membership also entitles Members to discounted pricing on Medspa and Style Bar (blow dry bar) services.

2.2 Pricing and Benefits

Silver - \$599 per month

20% off all services

1 guest pass per month

Monthly benefit: one wellness shot and one IV therapy session (excludes NAD+)

Gold - \$895 per month

20% off all services

2 guest passes per month

Monthly benefit: one 45-minute Swedish or Deep Tissue massage, two wellness shots, and two IV therapy sessions (excludes NAD+)

Platinum - \$1,195 per month

20% off all services

4 guest passes per month

Monthly benefit: two 45-minute Swedish or Deep Tissue massages, two wellness shots, and two IV therapy sessions (excludes NAD+)

2.3 Minimum Term

Bathhouse Memberships require a five (5) month minimum commitment from the date of enrollment.





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2.4 Modifications to Services

Bathhouse Membership benefits, amenities, hours of operation, and service offerings are subject to change or discontinuation at Sensa's discretion, including for maintenance, capacity, staffing, or business reasons. Sensa will use commercially reasonable efforts to notify Members of material changes but is not liable for temporary unavailability of any facility, amenity, or service.

3. Payment Terms

3.1 Billing. Membership dues are processed on a recurring monthly basis via direct debit to the payment method on file.

3.2 Non-Rollover of Benefits. Monthly service credits, treatment allowances, guest passes, and other monthly benefits do not roll over to a subsequent month and expire if unused. Membership benefits, discounts, privileges and perks may not be transferred.

3.3 Price Changes. Sensa reserves the right to change membership pricing on a prospective basis upon reasonable notice (30 days), except where a rate has been contractually locked.

3.4 Failed Payments. If a scheduled membership payment fails or is returned unpaid, Sensa may suspend membership benefits until payment is successfully processed, may charge a reasonable returned-payment or late fee (not to exceed amounts permitted by law), and may terminate the membership for continued non-payment. The Member remains responsible for all dues accrued through the effective date of termination.

3.5 Authorization to Charge. By enrolling, the Member authorizes Sensa to charge the payment method on file for all membership dues, applicable taxes, and any outstanding balances owed under this Agreement. The Member is responsible for keeping payment information current and for promptly notifying Sensa of any change to the payment method on file.

4. Cancellation, Pause and Termination

4.1 Minimum Term. Members agree to complete the minimum term applicable to their membership type (five months) before cancellation is permitted, except as otherwise provided in this Agreement.

4.2 Right to Cancel Within 3 Days. A Member may cancel a new Bathhouse membership for any reason within three (3) business days of enrollment (excluding weekends and legal holidays) by delivering written notice to info@sensaspas.com. Upon a timely cancellation under this Section, Sensa will refund all amounts paid under the membership within thirty (30) days of receiving the notice, less a pro-rated amount reflecting the number of days that have elapsed since enrollment and the value of any services or benefits already used.

4.3 Cancellation Notice. After the applicable minimum term, a Member may cancel by providing thirty (30) days' written notice before the next billing cycle to info@sensaspas.com. Dues already billed for the current cycle are non-refundable.

4.4 Pause. Requests to pause a membership are reviewed by Sensa on a case-by-case basis.

4.5 Termination by Sensa. Sensa reserves the right to suspend or terminate any membership for





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non-payment, misuse of membership benefits, or violation of this Agreement or Sensa's policies.

4.6 Cancellation for Special Circumstances. Sensa may, in its sole discretion, waive the applicable minimum term, notice period, or early-termination consequences otherwise required under this Agreement where a Member requests cancellation on account of one of the following qualifying circumstances: (a) involuntary loss of employment; (b) a newly diagnosed disability or medical condition, as verified by a licensed healthcare provider, that prevents the Member from using the membership; or (c) a permanent relocation of the Member's primary residence outside a reasonable service radius of any Sensa location. Requests must be submitted in writing to info@sensaspas.com together with reasonable supporting documentation; Sensa may request additional information to verify the circumstance. Approval of a request under this Section is not guaranteed, is granted solely at Sensa's discretion, is evaluated on a case-by-case basis, and does not entitle the Member to a refund of dues, fees, or benefits already billed or used prior to the effective date of cancellation.

4.7 Member Responsibility for Minimum Term. Except as expressly provided in Section 4.6, a Member who stops using their membership, fails to book appointments, or otherwise discontinues use of Sensa's facilities or services before completing the applicable minimum term remains fully responsible for all membership dues accruing through the end of that minimum term.

4.8 Annual Prepayment Discount. A Member who pays twelve (12) months of membership dues in advance will receive a ten percent (10%) discount on those dues. Because this discount is offered in exchange for a twelve (12) month commitment, the applicable minimum term under Section 4.1 still applies, and a Member who cancels before the end of the twelve (12) month term, including a cancellation at the end of the minimum term, will be charged a termination fee equal to the full amount of the discount received. Sensa will refund the remaining unused full months at the discounted monthly rate, less the termination fee; if the termination fee exceeds the refund amount, the Member must pay the difference. A cancellation approved under Section 4.6 (Cancellation for Special Circumstances) may be made at any time without any other penalty, but the termination fee under this Section still applies.

5. Booking, Cancellation and No-Show Policy for Appointments

5.1 Membership does not exempt a Member from Sensa's standard Booking & Cancellation Policy, which applies to all scheduled appointments, including bathhouse sessions, spa treatments, medspa procedures, and blow dry bar appointments: Standard bathhouse services: cancellations require 24 hours' notice; Cancellations made with less notice are charged 50% of the service price; no-shows are charged the full service price. Medspa procedures: cancellations require 24 hours' notice. Cancellations made with less notice are charged \$50. Group bookings of four or more guests: cancellations require 72 hours' notice; cancellations made with less notice are charged 50% of the total booking price; no-shows are charged the full booking price.

5.2 Rescheduling an appointment follows the same 24 hrs' notice requirement as cancellation, and a reschedule made within the 24hr window is treated as a late cancellation. Arrivals more than 15 minutes past the scheduled time may be treated as a no-show at Sensa's discretion.

5.3 Clients with a membership who no-show an appointment will forfeit one session from their membership benefits (provided the service booked is comparable to an available membership benefit) in lieu of the standard no-show penalty. If the member has no available membership benefits, the standard no-show fee will apply.



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5.4 Bathhouse Reservations. Access to the Bathhouse thermal circuit, including the pools, saunas, steam rooms, rain room, ice cave and cold plunges, is by advance reservation only and is subject to availability. Walk-in access is not available, and membership does not guarantee any particular date or time. A Member may hold no more than two (2) upcoming Bathhouse reservations at a time. Once a reserved visit has been used or cancelled, the Member may book another. Standing or recurring reservations, such as the same day and time every week, are not permitted. Sensa may change these booking limits from time to time based on demand.

Members can review Sensa's complete Booking & Cancellation Policy at sensaspas.com/cancellation-policy.

6. Health, Safety and Liability

6.1 Not Medical Advice. Bathhouse, Medspa, and related wellness services are intended for general wellness and relaxation purposes and are not a substitute for professional medical advice, diagnosis, or treatment.

6.2 Health Intake and Waiver. Every Member must complete a health intake form and sign Sensa's digital Liability Waiver before first using any facility or service, and must promptly tell Sensa staff about any change in relevant health status at later visits. A parent or legal guardian must sign on behalf of a Member under 18 years of age, where permitted.

6.3 Medspa Consent. Certain Medspa procedures require a separate consultation and a treatment-specific consent form describing the risks, benefits, and alternatives, which must be signed before treatment.

6.4 Assumption of Risk. By using Sensa's facilities and services, Members acknowledge and accept the risks associated with thermal bathing, massage, medspa procedures, and IV or injectable therapies, as further described in Sensa's Liability Waiver.

6.5 Limitation of Liability. To the fullest extent permitted by applicable law, Sensa's total liability to any member arising out of or relating to this Agreement, any membership, or any service or product shall not exceed the total membership dues paid by that Member in the three (3) months immediately preceding the event giving rise to the claim. In no event shall Sensa be liable for any indirect, incidental, special, or consequential damages, including lost wages or emotional distress, arising from a Member's use of Sensa's facilities, services, or products. Nothing in this Section limits any liability that cannot lawfully be limited or excluded.

6.6 Indemnification. Each Member agrees to indemnify and hold harmless Sensa, its owners, officers, employees, and agents from and against any claims, damages, or expenses (including reasonable attorneys' fees) arising out of the Member's misrepresentation of health information, violation of this Agreement, or misuse of Sensa's facilities, services, or products, except to the extent caused by Sensa's gross negligence or willful misconduct.

7. Refunds

7.1 Membership Dues. Membership dues are non-refundable once paid, as they are paid in exchange for access to that billing cycle's benefits, discounts, and perks. If a Member does not use a benefit, discount,





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or perk within the applicable billing cycle, no refund, credit, substitute, or cash equivalent will be provided for it.

7.2 Prepaid Packages. A Member may request a partial refund of an unused prepaid package. Any approved refund will be calculated as the amount paid for the package, less the value of any services already used, calculated at Sensa's then-current non-member retail rate for those services. Sensa does not deduct an administrative, service, or cash-out fee from a prepaid package refund. Approval of a partial refund is at Sensa's discretion.

7.3 Service Concerns. A Member who is dissatisfied with a service should contact Sensa within 48 hours of the appointment so Sensa can work toward a resolution. All refund decisions remain at Sensa's sole discretion, except where applicable law provides otherwise.

8. Reasonable Use

8.1 All member discounts offered through your SENSE SPAS membership are for your personal use only and are subject to reasonable use. Discounts may not be shared with, transferred to or used on behalf of anyone else, and may not be used to buy services or products for resale. SENSE may suspend or end any member's discount benefits, without notice, if it reasonably believes the benefit is being misused or abused. Examples of misuse include sharing your membership or discount code, using the discount for another person, or buying excessive quantities. Ending discount benefits under this section does not entitle the member to a refund of membership fees.

9. Member Discounts: SOL by Sensa

9.1 Separate company. SOL by Sensa (solbysensa.com) is operated by Sensa Wellness LLC, a legal entity separate from SENSE SPAS ("SENSE"). SOL's services are provided under SOL's own terms of use, privacy policy and patient consent documents. They are not part of your SENSE membership.

9.2 No compensation to SENSE. SENSE receives no payment, commission, fee, revenue share or other benefit of any kind from Sensa Wellness LLC, its affiliated providers or its pharmacies when members use the SOL by Sensa discount. No part of your membership dues is paid to or shared with SOL. Your membership and its price do not depend on whether you use SOL.

9.3 No referral or medical advice. Offering this discount is not a referral, recommendation or endorsement of any medical treatment, product or provider. SENSE staff do not give medical advice about SOL services. You are free to choose any provider.

9.4 Independent licensed providers. All SOL services are provided by independent licensed providers who use their own clinical judgment. Every treatment requires a consultation. A consultation does not guarantee that any treatment will be recommended or prescribed, and the member discount has no influence on clinical decisions.

9.5 Exclusions. The discount does not apply to:

- a. controlled substances
 - b. any product or service where a discount is prohibited by law
 - c. residents of any state where the offer is not permitted
- SOL may limit, change or end the discount at any time.

9.6 Not insurance. This discount is not insurance and is not a health plan. Discounted services are self-pay only, may not be combined with insurance, and may not be submitted for reimbursement to Medicare, Medicaid, TRICARE or any other government health program.





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9.7 Privacy. SENSA does not receive your health information from SOL. SOL may confirm with SENSA only that you are an active member, so the discount can be applied.

9.8 No liability for SOL services. SENSA is not responsible for any SOL service, product, prescription or outcome. Direct all questions, complaints and claims about SOL services to SOL by Sensa through solbysensa.com.

9.9 Terms of the discount. The SOL by Sensa discount is for the member's personal use only, and use of the discount code is monitored. Codes that are shared or misused will be deactivated. The discount has no cash value, cannot be transferred, and ends when your membership ends. No membership fee is refundable because of a change to, or the end of, this discount.

10. General Provisions

10.1 Governing Law. This Agreement is governed by the laws of the State of Florida. Any dispute arising under this Agreement will be resolved exclusively in the state or federal courts located in Miami-Dade County, Florida.

10.2 Changes to this Agreement. Sensa may update these Membership Terms & Conditions from time to time. Continued membership after changes are posted constitutes acceptance of the revised terms.

10.3 Contact. Questions about membership can be directed to info@sensaspas.com

10.4 Severability. If any provision of this Agreement is held invalid, illegal, or unenforceable by a court of competent jurisdiction, that provision will be enforced to the maximum extent permissible, and the remaining provisions of this Agreement will remain in full force and effect.

10.5 Entire Agreement. This Agreement, together with Sensa's Liability Waiver, Cancellation Policy, and Terms of Use (each incorporated herein by reference), constitutes the entire agreement between the Member and Sensa regarding membership and supersedes all prior or contemporaneous understandings or agreements, whether written or oral, relating to that subject matter.

10.6 Assignment. Sensa may assign this Agreement, in whole or in part, to any successor, affiliate, or purchaser of its business without the Member's consent. A Member may not assign, transfer, or sublicense any membership or right under this Agreement without Sensa's prior written consent, except as expressly permitted under Section 7.

10.7 Waiver. Sensa's failure to enforce any provision of this Agreement will not be deemed a waiver of that provision or of Sensa's right to enforce it at a later time.

10.8 Force Majeure. Sensa is not liable for any delay or failure to perform resulting from causes beyond its reasonable control, including natural disaster, government order, labor dispute, utility or facility failure, or other similar events.

10.9 Notices. Notices under this Agreement must be in writing and delivered to the addresses or email addresses specified in this Agreement. Sensa may provide notices to Members electronically, including to the email address on file.

