

Sisters Rewards Terms & Conditions

Set out below are the terms and conditions of the Sisters Rewards promoted by Sisters Beauty Lounge LLC. These terms and conditions govern the earning and redemption of the Program rewards.

1. You can become a member of Sisters Rewards, by simply spending AED 500 or more at any of our branches.
2. You will receive after every transaction, an SMS with your loyalty balance and expiry; and a link to fill in your profile (if you have not done that already).
3. All members start at the 1st level of Unique and move to higher levels depending on their spend with Sisters Beauty Lounge.
4. The current structure of the Program is as follows:

Loyalty Level	Unique	Privileged	Exclusive
Minimum Cumulative Spent (AED)	500	4000	10000
Minimum Maintenance Spent (AED)	0	3000	10000
Cash Back Rewards	5%	10%	15%

- The balance expiry period is set at 6 months; meaning if you have no activity for 6 months; your cashback balance will expire and will no longer be usable
 - You need to spend a minimum of AED 500 to be included in the loyalty program and be at the Unique level
 - You need to spend an additional AED 3,500 to get to the Privileged level; and a minimum of 3,000 within 6 months from the day you joined this level in order to stay at this level and not be downgraded
 - You need to spend an additional AED 6,000 to get to the Exclusive level; and a minimum of AED 10,000 within 6 months from the day you joined this level in order to stay at this level and not be downgraded
5. You will accumulate immediately cashback rewards on all qualifying transactions. To earn Program rewards in relation to transactions made at any of Sisters Beauty Lounge branches, you just need to mention your unique mobile number at the time of payment. Sisters Beauty Lounge may offer you extra rewards in certain circumstances at its absolute discretion.
 6. You can redeem the available balance at any time, as long as you have filled your profile.
 7. Sisters Beauty Lounge qualifying transactions are all transactions made at any of Sisters Beauty Lounge branches in the UAE; except when they include discounted products and services – which will be subject to different types of cash rewards or no cash rewards. Sisters Beauty Lounge may amend or add to these exclusions at any time in its discretion.
 8. Your cash rewards may never be exchanged for cash.
 9. You will be able to edit your profile and check your full statement of account by asking anyone of our welcoming staff at any of our branches; and they will send you the designated link to do so.
 10. Sisters Beauty Lounge has the right to withdraw, cancel or change the terms of the Program at any time. Sisters Beauty Lounge will not be liable for any resulting loss or damage. For up-to-date terms and conditions, you should refer to these Terms & Conditions always.
 11. Sisters Beauty Lounge may at any time and in its absolute discretion refuse or revoke any Member's membership of the Program; in which case that Member's cashback rewards will be forfeited and any unused Current Cash Balance may be cancelled.
 12. Sisters Beauty Lounge will not be liable for any loss or damage resulting from the termination of, or changes to, the Program or from the cancellation or revocation of the membership of any Member.

13. You shall notify the Program's Team at info@sistersbeautylounge.com of any irregularity in your statement of account or balance. The Program's team will do its best to investigate the issue and resolve it. Sisters Beauty Lounge will not be responsible for any of the losses related to that.
14. Sisters Beauty Lounge is the data controller of any personal information it collects about you and other Members in relation to the Program. Sisters Beauty Lounge will disclose your personal information to government authorities, if required by law; and to select third party partners that assist with the operation of the Program. Sisters Beauty Lounge and its partners will use your personal information for the purpose of:
 1. ensuring the efficient running of the Program, including the accrual and redemption of rewards;
 2. market research and statistical analysis;
 3. sending you relevant communication about promotions, offers, services, products and facilities offered by Sisters Beauty Lounge.
15. You can opt-out of receiving information from Sisters Beauty Lounge at any time by following the instructions in the regular communication sent to you, or by contacting the Program's Team either by mail at info@sistersbeautylounge.com
16. The above terms and conditions are governed by the UAE law, and are subject to the exclusive jurisdiction of its courts.