

Membership Terms

Navora Wellness Spa | Updated October 22, 2026

7407 FM 1488, Magnolia, TX 77354 | 346-883-2892

These terms explain our membership benefits and how to use them. Only the plan you select applies. Membership renews monthly, with no annual commitment. We separately confirm your price, billing dates and authorization before enrollment. Reading this page does not enroll you or authorize a charge.

1 Choose your membership

Choose ONE per cycle	Silver \$75/month	Gold \$109/month	Black Gold \$139/month
Body Massage	60 minutes	90 minutes	120 minutes
Signature Head Spa	60 minutes	75 minutes	90 minutes
Facial Muscle & Fascia Care	45 minutes	60 minutes	75 minutes

One treatment per cycle, not one of each. Applicable tax is disclosed at enrollment; tips are optional and separate. For adults age 18 or older, personal use only; no transfer, splitting into visits or cash redemption.

Foot Spa, specialized lymphatic and jaw services, and other unlisted treatments are not monthly single-service choices. Purchase separately or choose an eligible package containing them. Approve extras in advance; no automatic additional discount applies.

Thoughtful care at every visit

We keep a personal care profile recording pressure, focus areas and comfort preferences, review it before visits and update it with feedback. The profile stays at the spa. Aromatherapy and hot stones are included with suitable treatments; flower tea and a small fresh-fruit refreshment are subject to availability. These do not add treatment time.

Treatment time excludes dressing and check-in; Head Spa includes washing, conditioning and drying. Bookings depend on staff and time availability. If a requested therapist is unavailable, we will discuss another therapist or rescheduling.

2 Monthly treatments and packages

Each period starts on the charge date and ends at closing the day before the next charge. Unused treatments expire with no rollover, except the makeup/refund protections here. Bill on the same date monthly; use the last day of a shorter month, then return to the original date. Stopping renewal preserves paid treatment through its expiry.

Enjoy a package

Use an unused monthly treatment toward a regular package or an eligible seasonal/birthday package. Pay the package selling price minus your monthly dues, with a minimum of \$0. Receive the whole package; this uses your monthly treatment. For a package at or below dues, you may instead buy separately and keep your treatment. Redemption gives no refund of a difference.

Wednesday specials are separate purchases at the advertised special price, without membership redemption or another member discount. Your monthly treatment remains available until expiry. Regular membership treatments may still be booked on Wednesdays. Disclose exclusions for other limited specials in the offer and before booking; honor already confirmed bookings.

For a couples package, apply membership only to the member's share. Split identical services equally; price different services individually before booking. Confirm all package contents, the difference due and cancellation charge before booking.

Prefer a longer single treatment?

Silver: add \$34 for Body 90, Head Spa 75 or Facial 60 minutes; add \$64 for Body 120, Head Spa 90 or Facial 75 minutes.

Gold: add \$30 for Body 120, Head Spa 90 or Facial 75 minutes. Black Gold includes the longest standard membership times listed; quote custom services separately.

Choose one service. Supplements extend that visit without changing your plan. Choosing a shorter treatment does not produce a refund. Contact the desk before renewal to change plans from the next cycle, without a change fee.

3 Changes, late arrivals and missed visits

Cancel or reschedule at least 24 hours ahead for free. Shorter notice or a missed visit carries a 30% charge on the confirmed visit price, matching the booking system, without also using your monthly treatment. Use dues for a standard treatment, dues plus the difference for an extension, and confirmed package price for a package. Exclude tips, unincurred tax and free birthday services. Disclose the dollar charge before booking and give a receipt.

Apply prepaid differences first, refund any excess and charge only a shortfall. Waive the first late cancellation/reschedule each 12 months. Request relief for sudden illness, emergencies or dangerous weather; waive if the slot is fully filled by another paid booking. This fee does not prepay a later visit. One monthly-treatment makeup is available by original expiry or 7 days after the missed booking, whichever is later. Repeated changes do not extend this grace again.

Cancel at the desk, by phone/text or the supplied booking-system route; receipt time controls. Arrive 10 minutes early. Late visits normally keep their original end time. After 15 minutes, check whether service can proceed. Accepting a shorter visit uses the benefit at the confirmed price, with no extra 30%; otherwise the late-rescheduling rule applies. Mark no-show after 15 minutes without contact. Spa cancellation or a therapist change allows free rescheduling.

For a standard member treatment, the 30% fee is \$22.50 Silver, \$32.70 Gold or \$41.70 Black Gold. For extensions/packages, use the confirmed full visit price, not just the supplement. The free birthday treatment itself has no charge.

This fee is intended as reasonable compensation for reserved appointment resources, not a penalty, and is not charged twice. Any reduction or refund required by applicable law will be honored.

Your comfort and safety

Before care, disclose allergies, pregnancy, recent surgery and conditions that may affect suitability, and complete separate health/service consent forms. Appropriately qualified staff provide applicable services. You may request adjustments or stop at any time. Services do not provide diagnosis or guaranteed medical results.

If service ends early or is partly unprovided for spa-related or safety reasons, refunds for the unprovided portion are based on the agreed actual price, without limiting statutory rights.

4 Your birthday-week celebration

Your birthday week means your birthday plus the three days before and three days after: seven consecutive days, including dates across months. Please book at least three days ahead so we can prepare your flowers, cake and celebration. You do not need to visit on your actual birthday. Redeem once every 12 months.

Eligibility: six consecutive successful monthly payments must be completed by your birthday, with active membership on your birthday and redemption date. If visiting before your birthday within the seven-day window, the six payments must already be completed.

Every plan: a fresh bouquet, small cake, birthday card and one glass of champagne or a non-alcoholic celebration drink. Champagne is for guests age 21 or older only where lawfully available; age verification may be required. An alcohol-free option is always available. Tell us about dietary needs/allergies when booking so we can arrange suitable equivalent items.

Silver: 15 extra minutes with that cycle's single Body Massage or Head Spa. Gold: 30 extra minutes with that cycle's single Body Massage or Head Spa. Facial or package choices still receive the celebration items, without extra treatment time.

Black Gold: one extra 60-minute Body Massage or Signature Head Spa, booked separately. It does not use the monthly treatment and cannot offset a package or receive a paid upgrade.

Higher-tier birthday benefits require six consecutive payments at that tier or above; until then, use the qualified former tier's benefit, capped at the current tier after a downgrade. Cancellation/nonpayment restarts qualification, except for spa-caused interruptions.

Birthday benefits are personal, have no cash value and do not accumulate. If the spa cannot accommodate your birthday week, we preserve your earned benefit through 30 days after that week ends. Changes follow the booking policy; the free birthday service itself does not create a 30% fee.

5 Renewal, cancellation and refunds

Renew monthly with no joining fee, annual lock or exit fee, with a reminder 7 days before billing. Stop renewal at the desk or by phone/text; online signups also receive an online cancellation route. Requests received by 11:59 PM Central Time the day before billing stop that and later charges; confirm within 2 business days. Canceling a booking does not cancel membership. No freezes; failed payments create no accumulating debt, and restarting needs your consent. Give 30 days' notice of material changes and obtain fresh authorization for higher charges. Preserve already paid benefits.

Ordinary cancellation does not refund current dues. Within 3 business days of first signing, before treatment use, refund first dues; a valid cancellation charge remains separate. Initiate refunds for mistaken or post-cancellation charges within 5 business days. If the spa cannot arrange paid service, choose a 30-day extension or refund; refund directly for definite inability to perform or permanent closure. For these spa-caused issues, refund dues and supplements for wholly unprovided service, or the reasonable unprovided share of the agreed actual price for partial service. Business days exclude weekends/federal holidays.

For preauthorized bank-account/debit transfers, you retain applicable rights to stop payment through your bank, revoke authorization and dispute errors. Confirm supplements and appointment fees separately. The spa will provide advance notice of varying transfers when required by law; these terms do not replace that notice.

6 Profiles, communications and other terms

The spa keeps care profiles for staff who need them to prepare your service, not for public display. Ask to review/correct preferences or stop recording optional preferences. Booking, billing and cancellation notices use your supplied contact details. Marketing is a separate voluntary choice.

Texas and federal law apply. These terms do not release spa liability or waive statutory rights. Termination for serious misconduct stops renewal and refunds unprovided paid services. Both parties must confirm special written terms; no term reduces mandatory legal rights.

Website, promotional images and signed terms should agree. Explain and confirm any difference in writing before charging; do not later reduce purchased benefits unilaterally. Chinese and English versions are intended to agree; use a version the member understands and clarify translation differences in writing.