



## JULIET ROSE

### Frequently Asked Questions

**Q. How do I book a service through Juliet Rose?**

**A.** You can simply contact us via phone, email or online, request the product or service you require and we will do the rest.

**Q. What is the Juliet Rose cancellation policy?**

**A.** We aim to be as accommodating as possible. For details refer to our [terms and conditions](#).

**Q. Do I have to be a member to use Juliet Rose?**

**A.** No, you don't. Although being a member gives you access to exclusive offers, preferential rates at hotels, invitations to private events and priority regarding investment opportunities and projects.

**Q. How do I become a Member of Juliet Rose?**

**A.** Applying for membership is very straightforward. Simply contact us via phone or email requesting a Juliet Rose 'Membership application form'. Then fill your details and submit your request for your selected level of membership. If you have any questions or wish to speak to us before becoming a member you can contact us by phone, email or request a time to speak to one of our lifestyle managers. Once your application is successful and you receive your membership card you will be able to start taking advantage of Juliet Rose services immediately.

**Q. Will my membership expire?**

**A.** Your Juliet Rose membership credits are valid for a set period at the discretion of the company. If at any point your membership credits drop to zero and your account remains inactive your membership can be revoked.

**Q. What are the benefits of Juliet Rose Membership?**

**A.** You will have access to a Juliet Rose lifestyle manager who will be able to help you with any request, from booking a holiday to getting you a last minute birthday cake, or that special bottle of wine for a dinner party. As well as benefiting from our preferential rates when booking with our selected partners, getting exclusive invites to Juliet Rose events and exclusive offers on products and services from personal shoppers to off plan property, boxes at sporting events or polo lessons. You will also be able to use your Juliet Rose Membership credits when using our service.

**Three Membership:** Three-year membership, 5,000 Complementary Membership Credits.

**Eight Membership:** Eight-year membership, 15,000 Complementary Membership Credits, Juliet Rose membership gift, invite to Juliet Rose annual event.

**Fifteen Membership:** Lifetime membership, 30,000 Complementary Membership Credits, Juliet Rose membership gift, Invite to Juliet Rose annual event, Priority service.

**Q. Can my family and friends use my Juliet Rose membership?**

**A.** Yes, but only with your consent in writing. We would ask members to email a list of guests they wish to allow to use their membership. Guests will need to provide your personal membership number and private password in order to use our service. Additional guests will be added at the discretion of the company and will be limited to no more than four named guests at any time.