

# Lune Spark's Rewards Program!



Dear Lune Spark clients, we are thrilled to introduce our Rewards Loyalty Program! This exciting program is designed to reward you for your continued support and engagement with Lune Spark. Here's how it works:

## Program Goals:

### 1) Earn Points on Purchases:

Earn reward points every time you order a plan, book a session, or pay for camps, workshops, tickets, and merchandise.

### 2) Credit for Missed Classes:

Get point credits when you inform us in a timely manner about missing a class due to the inability to attend (maximum of two class credits per quarter).

### 3) Teacher Absence Credits:

Earn point credits if a teacher is out of the office and we can't arrange a substitute teacher. You can redeem these points for make-up classes, camps, workshops, or products at Lune Spark.

### 4) Holiday Credits:

Earn point credits when your class falls on a day when Lune Spark is closed. You can redeem these points for make-up classes, camps, workshops, or products at Lune Spark.

### 5) Partial Refunds:

Want to cancel a camp after the 48-hour deadline for a cash refund? Want to pause/cancel a plan before the monthly cycle ends? Good news—you can now get a partial refund in Lune Spark Points!

### 6) Redeem Points:

Accumulate reward points to redeem for make-up classes, camps, workshops, or products at Lune Spark.

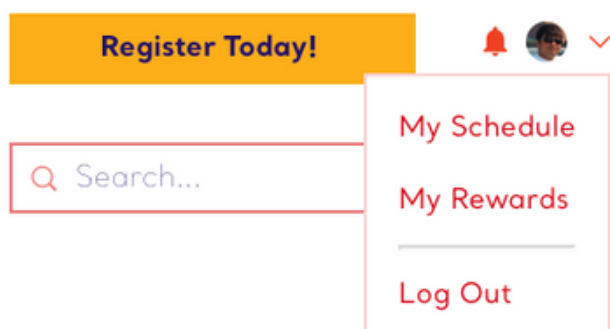
## Points Value:

The dollar value of a point increases with increase in number of points accumulated. Below table lists USD equivalent of Lune Spark Points (LSP).

Points Accumulated	Value
1000 LSP	\$10
2250 LSP	\$25
4000 LSP	\$50
5500 LSP	\$75
7500 LSP	\$100

## How to See Your Points:

On Lune Spark's website, click on your profile icon & click "My Rewards"





## Ways to Earn Points:

**1. Automatic Points:** Points are automatically credited to your account when you spend money on our website.

Activity	Points Credited	Example
New subscription	2 LSP per \$1 spent (~ 2% cash back)	So for starting \$195/month plan, you get 390 (\$3.9) points, one time, in your account
Booking a session	200 LSP per booking (\$2 reward)	So if you book a new drawing session, or a camp, you will get 100 points
Purchasing a Product (Online Only)	5 LSP per \$1 spent (~ 5% cash back)	If you purchase a t-shirt for \$40, you will get 200 points (\$2 cash back)
RSVP to a Lune Spark Event (Online Only)	20 LSP per event registration	If you register for 5 events at Lune Spark, you earn 100 points (\$1)
Website sign up	200 LSP	When you create a login at Lune Spark, you get 200 points (\$2).

## 2. Points for Missed Classes (Call Front Desk to Get these):

Earn 4000 LSP (~ \$50) for a missed class if you inform Lune Spark at least 24 hours in advance. Please note:

- You must inform us 24-hr in advance to be eligible to earn the points.
- You can only earn points for up-to 2 missed classes in a quarter. This is to encourage high attendance in our classes.

### 3. Points for Teacher Absences (Front desk will credit them when a teacher is 000):

We plan a substitute teacher when your teacher is out of office. But if the class is canceled, 4000 LSP (~ \$50) will be added to your account per class. The front desk will inform you of teacher's absence and add these points to the accounts of each active student in the affected class.

### 4. Points for Your Class Falling on a Holiday (when Lune Spark is closed):

Earn 4000 LSP (~ \$50) per class if your class falls on a day when Lune Spark is closed. The front desk will add these points to the accounts of each active student in the affected class.

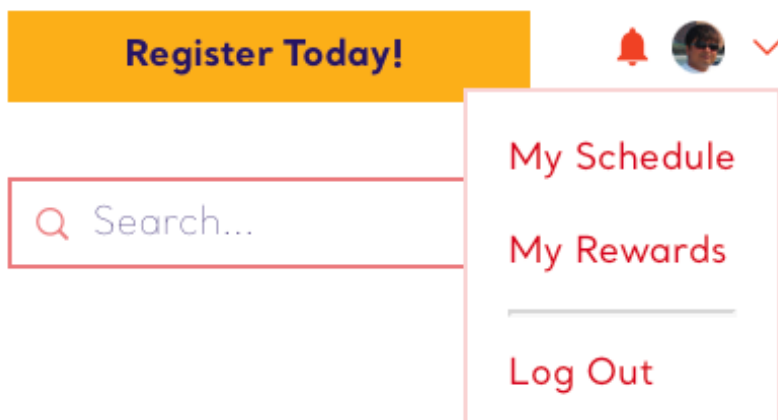
### 5. Points for Unused Services:

If you need to cancel a class plan or weeklong camp after the cash refund deadline has passed, you can receive partial credit in Lune Spark Points.

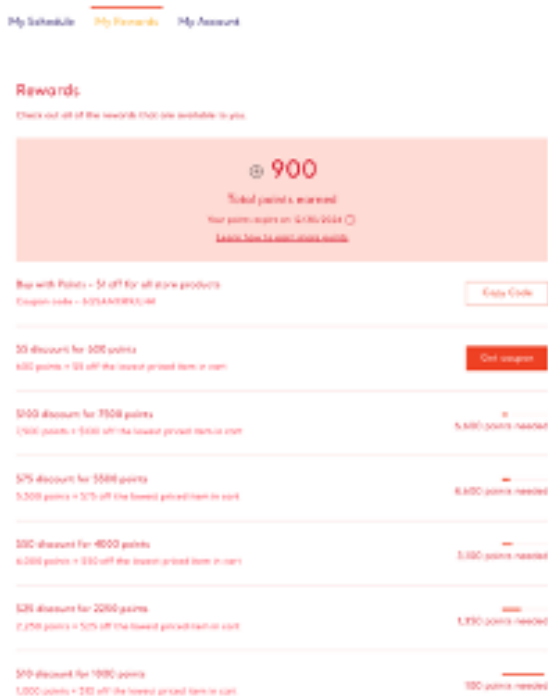
## Steps to Redeem Points (See the Image):

**1. Determine Your Spending:** Determine how much you need to spend on a service at the Lune Spark website (e.g., \$90 for a day camp).

**2. Check Your Points Balance:** Look at the points you have "by clicking "My Rewards"



**3. Select a Coupon from the List:** Choose a coupon that is close to the value of the item you are shopping for:



**4. Generate Your Coupon Code:** Click on "Get coupon" to obtain the coupon code. Copy the coupon code.

**5. Buy Service or product:** Go to the service or product you want to buy, and use the coupon code at the checkout

## Hassle Free Make-up Class Booking (See Image Next Page):

**1. You can book it online:** Use your credits/ points to book make up classes online: <https://www.lunspark.com/makeup>

**2. You can book a make-up whenever you want:** Points never expire, as long as a customer hasn't been inactive for a year.

**3. You can book make up with your teacher or someone else:** You can book any make up classes listed under any instructors. This will help those customers who have a schedule with very little or no exibility.

Express checkout

[PayPal Checkout](#)
[Pay Later](#)
[venmo Checkout](#)

or

Logged in as pawwyy@gmail.com [Log out](#)

**Customer details**

First name \*


Last name \*

Phone \*

Name \*

[Save & Continue](#)

Order summary (1)


**Makeup Class (6-11 Years)** \$50.00  
 July 20, 2024 at 2:00 PM  
[More Details](#)

[Enter a promo code](#)

6QSAMXR9JLH4

[Apply](#)

[Redeem a gift card](#)

Subtotal	\$50.00
Sales Tax	\$0.00
<b>Total</b>	<b>\$50.00</b>

 Secure Checkout


**Notes:**

- Lune Spark Points (LSP) can be redeemed for make-up classes, camps, workshops, merchandise, products published online at Lune Spark’s website. They cannot be redeemed for cash.
- Lune Spark Points (LSP) can be redeemed in partial or full.
- Lune Spark Points (LSP) never expire – as long as client doesn’t become inactive for a year.

**QUESTIONS? CONTACT US!**

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