



Customer FAQ Houston, TX

Q: Why is Darque Tan selling to Palm Beach Tan?

A: After more than 30 years in business, Darque Tan, Inc. owners have decided to pursue other interests. Palm Beach Tan and Darque Tan have long been friends in the industry, having acquired salons in Dallas, Austin and Phoenix in the past, so Darque Tan teamed up with Palm Beach Tan to ensure that its customers and staff would be well taken care of.

Q: What happens to my account, membership, prepaid tanning and upgrade sessions?

A: Existing customer accounts with Darque Tan will be transferred to Palm Beach Tan, and all memberships, sessions, credits and packages will be honored. In addition, all Darque Tan auto-bill members will be integrated into Palm Beach Tan's exclusive rewards program Premier Rewards®, where they will earn great benefits like free membership upgrades, free spray tans, cash credits and more.

Q: Is my billing information secure?

A: Absolutely! Your credit card information is not stored with us here at the store or with PBT – only at your bank.

Q: What about my billing?

A: Auto-bill members will begin billing with Palm Beach Tan in November. Here's what you can expect:

- You will be billed by Palm Beach Tan on 11/16/2018 for the period from 11/16 to 12/15/2018. Any changes to your membership during this time can be made by 11/10/2018 at any location.
- Then, you will be billed 50% of your normal billing rate on 12/16 to cover the period from 12/16 to 12/31/2018. Any changes to your membership during this time can be made by 12/10/2018 at any location.
- Beginning 1/01/2019, you will be billed your full monthly membership rate on the first of each month of membership.
- If you need to make any future changes to your membership, please stop by any Palm Beach Tan salon before the 25th of the month, and we'll be glad to help you.
- Questions about your billing? Just visit any location. Our associates will be glad to help!

Q: Why will PBT not be selling credits like Darque Tan?

A: At Palm Beach Tan, we like to keep things simple, like tanning all month long for one low monthly fee. No points or credits to keep track of – just great service, easy access, plus the joys of earning tanning rewards! Our customers enjoy this at our more than 500 salons nationwide.

Q: What else is going to change?

A: A lot! For starters, every store will be getting the newest spray tan booth from Mystic Tan, Mystic Kiss, plus additional sunbed equipment, too. And over the next few months, we plan to update all locations to reflect the Palm Beach Tan brand.

Q: What about the team at Darque Tan?

A: Not to worry, all eligible staff members are being offered employment from PBT. Plus, because Palm Beach Tan is the largest player in the industry, there is lots of opportunity for advancement within the company, so the team is very excited about joining the Palm Beach Tan family.