

FREQUENTLY ASKED QUESTIONS

Below you will find a list of some of the most commonly asked questions that we receive about the services provided by The Arc Circle. If you don't see your question, feel free to ask - our goal is to help members get the most out of membership.

01 What is the Arc Circle?

The Arc Circle is the ultimate bespoke members service providing access to a uniquely crafted set of the world's best offerings in wellbeing and longevity. The mission of the Arc Circle is to provide members with access to the ultimate in health, wellness and better ageing services — all delivered with the utmost in discretion, privacy and security.

The Arc Circle membership enables access to a broad range of services and expertise in five core areas in health and wellbeing: Emotional Wellbeing, Physical Wellbeing, Health and Better Ageing, Diet and Nutrition, and Beauty & Aesthetics.

As members are onboarded, The Arc Circle's team of *Arc Health & Wellbeing Advisors* work with each member to develop a bespoke short to long term plan, designed specifically for the unique needs of each member, unlocking the path to better ageing and longevity to best fit with their member lifestyles.

02 What are the typical services that members of The Arc Circle might take advantage of?

The beauty of the Arc Circle is that no two member behaviours are identical. *Arc Health & Wellbeing Advisors* work with each member to develop the unique plan that fits their expressed needs and interests.

Our role is to help members navigate the complex world of health and wellness and

to unlock and craft the best plan for them. One member may choose to focus on exploring a bespoke plan of diet and nutrition, and another may focus on discovering their genetic profile to enable the crafting of a holistic plan of preventative health. Like our DNA, our member's needs are unique and The Arc Circle helps to guide a path that enables the member to achieve their goals and introduce them to experiences and services that they may not have previously known about and to inspire a new plan for better wellbeing and longevity.

03 Is there a fee for membership to The Arc Circle?

There are currently two types of flexible membership options to The ARC Circle which both enable access to broad range of services and benefits in the core areas of health and wellbeing.

The Arc Circle Essential Membership is priced as follows:

Single Membership (Individual): **£3,800 annually**
or with a flexible monthly payment of **£350**.

Joint Membership (for 2 people): **£7,000 annually**
or with a flexible monthly payment of **£650**.

The ARC Circle Ultimate Membership is priced as follows:

Single Membership (Individual): **£32,000 annually**
or with a flexible monthly payment of **£3,000**.

Joint Membership (for 2 people): **£52,000 annually**
or with a flexible monthly payment of **£4,800**.

NB. All pricing is inclusive of VAT.

04 What do I get for this membership fee?

As the world's first and only ultimate health and better ageing concierge service, The Arc Circle™ offers the following benefits across both the **Essential** and **Ultimate** Membership Tiers:

- Priority access to a globally-curated list of world-class experts, coaches and therapists, with complimentary consulting hours included in every membership;
- Delivery of highly personalised planning support designed to kick start your health and wellbeing goals;

- Always evolving and innovating, ensuring access to the latest in scientific treatments and techniques;
- Bringing access to best-in-class offers and experiences with up to 20% discounts at Arc Circle clinics, retreats and wellness resort partners;
- All grounded in expert, impartial advice in the core areas of health and wellbeing - with the utmost in privacy and discretion.

The value of membership to The Arc Circle is grounded in enabling members to craft a holistic plan to empower them to lead their best lives — to provide access to the best options available in preventative care, health, mindfulness and wellbeing. Programmes and services are continuously monitored and enhanced to ensure the best and most innovative approaches to wellbeing are made available to members.

The Arc Circle's goal is to prevent you from wasting time and money for disappointing treatments and short-sighted plans. We know that in these challenging time that the best wealth is health. Having access to the best health advantages are priceless, but we also have curated a few nice surprises for members:

Each Membership Tier of The Arc Circle offers unique value and privileges.

The Arc Circle Essential Membership:

WORLD-CLASS EXPERTS

Offering priority access to a globally-curated list of world-class experts, coaches and therapists*, with 6 complimentary consulting hours included in every membership.

**Typical costs of recommended Arc experts for Essential Members up to £350.*

360° PLANNING SUPPORT

Delivering highly personalised planning support designed to kick-start your health and wellbeing goals.

THE LATEST SCIENTIFIC ADVANCES

Always evolving and innovating, ensuring access to the latest in scientific treatments and techniques.

OFFERS & EXPERIENCES

Bringing access to best-in-class offers and experiences with up to 20% discounts at ARC Circle clinics, retreats and wellness resort partners. Members also receive access to curated Signature Experiences with exclusive benefits and privileges.

IMPARTIAL & INDEPENDENT

All grounded in expert, impartial advice in the core areas of health and wellbeing - with the utmost in privacy and discretion.

EXCLUSIVE CREDITS

Members enjoy access to special credits at The Arc Circle partners such as a personal credit worth £2,500 with the New York Dermatology Group (NYDG) at The Wellness Clinic, Harrods.

The ARC Circle Ultimate Membership :

Members enjoy all the benefits of Essential Membership, plus exclusive access to create your own ultimate membership by selecting your preferred benefit mix from the options below.

THE ULTIMATE EXPERTS

Benefit from special access to a VIP portfolio of world-class experts, ranging from Olympic champions to revered leaders in their field, for bespoke coaching, training, therapy sessions, with up to 26 complimentary consulting hours* included annually in every membership (36 hours for Joint members).

** Typical costs of recommended Arc experts for Ultimate Members up to £800.*

THE ULTIMATE EXPERIENCES

Be inspired as we design the most extraordinary tailor-made signature experiences and journeys just for you.

THE ULTIMATE CONNECTION

Enjoy exclusive access to special signature events and private gatherings of The Arc Circle's The Ultimate Membership.

THE ULTIMATE REJUVENATION

Unlock the secrets of longevity as we help you access the very latest advances in science-based better ageing treatments. We advise you in designing the ultimate revitalisation and rejuvenation plan. Ultimate members receive in-depth free consultation with a selection of Europe's leading longevity experts.

THE ULTIMATE MEDICAL SUPPORT

Bypass the waiting lists and receive the best treatment and advice in times of personal crisis with our special fasttrack priority access to world-class medical institutions and practitioners. Guaranteed appointments inside 48-72 hours*.

** Extra service fee applies.*

In addition, members have the opportunity to recognise valued savings through exclusively negotiated services and benefits at many of The Arc Circle partners around the world. Ultimately, members get the security and peace of mind that the world's leading experts are looking after them and that the most comprehensive global network in health and wellbeing is behind them whenever they need it most.

5 Which services and benefits of The Arc Circle will require payment and which are included in the membership fee?

All Arc Circle memberships include the following as complimentary and core to the memberships:

- Impartial advice and consultative support to help you realise your plans and objectives

- Delivery of highly personalised planning support to kick start your personal wellness journey

- Ongoing support and monitoring of your plans and progress along the way

- Priority access to world class experts, practitioners, coaches and therapists across the core areas of The Arc Circle

- Complimentary Consulting Hours* with these experts based on your membership tier;

** Essential: 6 consulting hours included; Ultimate: 26 hours included.*

- Access to best-in-class offers and experiences with up to 20% discounts at Arc Circle clinics, retreats and wellness resort partners.

Payment for specific services sourced through the Arc Circle can be arranged by the *Arc Health & Wellbeing Advisors* team directly with our curated network of partners.

6 How are the services offered by The Arc Circle selected?

All partners and service providers that are selected as part of The Arc Circle family have been carefully selected based on a strict set of guidelines and criteria. Each have been rigorously reviewed, screened and tested to ensure that they have met the standards offered by The Arc Circle and represent the best of the best the world has to offer in the areas of health, wellness, better ageing and longevity.

The Arc Circle operates a strict policy of impartiality and discretion. Recommendations for services offered by The Arc Circle are made based solely on the needs of members.

7 I hear that The Arc Circle has a network of experts around the world. What are the types of experts provided and how can I access these experts?

It is true. The Arc Circle has selected more than 50 experts around the world creating a portfolio of respected names in their fields of expertise. A collection of academics, wellness experts, life coaches, and standouts in the all aspects of mind, body and spirit comprise the list of talent that The Arc Circle members may access. From finding the best global expert in the field of acupuncture, learning techniques and motivation from one of the most successful climbers of Mount Everest, to overcoming your fear of heights — *Arc Health & Wellbeing Advisors* can source the expert to best suit the goals and plans of each member.

Be it connecting in person, enjoying an immersive experience with the expert, or connecting virtually, The Arc Circle can connect the dots to help members network with the best of the best to assist members in realising their potential and living their best life.

8 I already have my own personal trainers, doctors and medical advisors that I trust and personal assistants that can arrange anything for me. How would The Arc Circle benefit me?

We recognise that potential members of The Arc Circle are highly successful and have well established support and networks to address specific needs. The Arc Circle is designed to complement members' existing routines that are already working for them, or even by suggesting a better way. We do this by creating a more longer term, holistic approach to better ageing and long-lasting wellbeing.

Our team of experts have done the work for you and your support team in curating the best of the best across all the important areas of health and wellbeing, and are poised to assist members in developing a more holistic and sustainable approach. We help members discover new paths to enrich their lives and introduce them to new experiences in health and wellness. The Arc Circle is at the forefront of the latest techniques and practices and has done the hard work in vetting and testing these services so that our members can spend time on focusing on what's most important to them – and when the latest innovations in health and wellness are discovered, as a member of The Arc Circle, you will be the first to know.

9 There are so many aspects to making the best decisions for me as it relates to wellbeing, I don't know where to start.

We know that crafting the plans for better wellbeing and longevity can be overwhelming. There are so many options, it is confusing and time consuming — and, after all, this is your health. It's for this reason that The Arc Circle was created. We recognised that a service like this was sorely needed to help high net worth consumers get the most of their complex and busy lives. We also recognise that members may not know where to start. *Arc Health & Wellbeing Advisors* are set to assist members in defining their short and long term objectives and establishing the building blocks to enable them to live a longer and healthier life.

During the first 100 days of membership, our team will assist you in getting the most out of membership and also to set you on the course for reaching your desired goals and objectives at a pace that you are most comfortable with.

10 I'm feeling a bit nervous and anxious about my upcoming treatments that have been arranged for me. How can The Arc Circle help?

Making our members feel at ease about their health and wellbeing choices is what we do best. For any new service, *Arc Health & Wellbeing Advisors* arrange an introductory meeting before any service or treatment to ensure that members can meet and have a conversation with the Doctor or service provider in advance. This approach ensures that there is a fit between the member and the provider and serves to alleviate any concerns about the plans moving forward.

If a member feels nervous about a non-invasive treatment with an aesthetician and needs additional reassurance and support, our Beauty and Aesthetics Expert Olivia Falcon can also provide a personal service to accompany the member to the treatment for a separate consulting fee and subject to availability.

11 What geographies are covered by The Arc Circle?

Firstly, the network of services and partners of The Arc Circle are selected based on strict and rigorous set of evaluation principles. The Arc Circle's mission is focused on curating the best the world has to offer in health, wellbeing and longevity regardless of geography with a philosophy of impartiality to ensure members receive the best service possible.

Currently the depth and strength of offerings in wellbeing and longevity are being offered in Europe and in Asia.

The Arc Circle is continuously searching to uncover the latest discoveries in the world of wellbeing and will continue to add new experiences for members, regardless of geography. Our team of *Arc Health & Wellbeing Advisors* will work with members to recommend and craft the best approach to meet their needs.

12 Who are the people behind The Arc Circle, and what are their credentials to enable them to launch this service?

The Arc Circle was founded by the team from JI Experience, who bring more than 40 years of experience working in the premium lifestyle sector, developing services for the discerning ultra high net worth consumer. JI Experience have worked with a number of prestigious brands such as American Express, BMW and NetJets to enrich membership for these organisations globally. The founders of The Arc Circle created Centurion magazine 21 years ago and have advised many American Express markets on service quality and improvements as well as consulting with markets such as Hong Kong and Germany on the launch of the Centurion Card.

The founders always had a passion for delivering the finest in luxury, and have worked to bring The Arc Circle to life for a number of years. The Arc Circle recognises that the true wealth is health. These insights and realisation that there is a current gap in the market in providing this level of service in health, wellbeing and longevity have led us to this point. The Arc Circle management is comprised of multi-award winning leaders in marketing, loyalty and communication with decades of experience in health and wellbeing.

This is supplemented by a roster of leading experts and consultants with in-depth knowledge of all health, wellbeing and better-ageing fields as well as detailed knowledge of all local, regional and global trends.

13 Will I have a dedicated point of contact or will I get a different person each time I call?

We recognise at The Arc Circle that your time is precious and of course getting the service right is one of the most valued aspects of the membership. Each member of The Arc Circle will receive access to the full support needed to make the most of their membership. The *Arc Health & Wellbeing Advisors* work with members to unlock all of the services provided across each of the pillars of The Arc Circle's focus. We will make the navigation easy and facilitate the relevant treatments and procedures based on members' personal needs and hopefully inspire a few new areas to explore. Of course, if it is a simple request that you need, any member of The Arc Circle Health & Wellbeing Advisory team may assist you.

14 Given the current global pandemic and the uncertainty that remains with COVID-19 what is the cancellation policy if I am unable to use the services offered by The Arc Circle for a period of time?

At The Arc Circle, we pride ourselves on seeking out the best health and wellness solutions for our guests. During times of crisis, we are often able to uncover and identify the best wellness solutions hidden away in areas less affected by global events, which enables members to get the most out of membership as well as to discover new potential services. We also recognise that at times an unforeseen global event or crisis cannot be predicted.

In the case of services that are booked with The Arc Circle partners as part of membership, each partner will work with members to identify the appropriate resolution to the situation at hand.

If a global crisis exists and members are affected and prevented from utilising the services of The Arc Circle for more than two weeks, The Arc Circle will happily extend the membership period for the equivalent timeframe.