



## **THE SPA ROOM TERMS AND CONDITIONS**

1. THE SPA ROOM offers goods and services of satisfactory quality as defined in the Sales of Goods Act S14(2) and Consumer Protection (Fair Trading) Act and Lemon Law.
2. **Definition of a Treatment Programme**  
A Treatment Programme is a series of prepaid treatments purchased by Customer over a defined period.
3. **Service Quality and Product Warranty**  
THE SPA ROOM guarantees the satisfaction of our customers, and guests are welcome to request for a change of Therapist for the first 10 minutes of their treatment, subject to availability.
4. **Cooling-off Period**  
We accord a 5 Working Days (Monday to Friday, excluding Saturdays, Sundays and Public Holidays) Cooling-Off period should you wish to rescind the Treatment Programme. Cooling off period begins the day after Customer signs up for the package.
5. **Exchange, Transfer and Refund Policy**
  - If you choose to cancel the Treatment Programme within the Cooling-Off period, the Company will refund the amount that you made previously for the Treatment Programme within 21 working days of notification. Refund will be made by Cheque or the same Credit Card that was used for the purchase. If you have used a portion of the purchased package or series, the remaining balance will be refunded. All purchased gift certificates and complimentary vouchers are non-refundable and non-transferable.
  - All prepaid packages are transferable but non-refundable after the cooling period.
  - For any refund to take effect, kindly bring original invoice and products for verification.
6. **Non-Refund of Full Payment after Cooling Off Period**  
Treatment Programmes are non-refundable after the Cooling-Off period.
7. **Avoidance of Selling Activities During Treatments**  
It is our policy not to engage in selling activities or any form of selling tactics during treatments and in the treatment rooms.

**8. Professional Ethics and Comprehensive Pricing Policy**

- We adopt fair and ethical business practices as well as accurate marketing communications at all times.
- THE SPA ROOM does not accept any form of deposit, downpayment or partial payment of any packages, products or services.

**9. Honouring Price Quotes**

It is our policy to honour all prices quoted at the time of booking for treatments and spa packages and for other related services.

**10. Receipts**

THE SPA ROOM is committed to avoid over and under-charging and to ensure the correct change is given to the guest, where required.

**11. Accurate Charging**

THE SPA ROOM is committed to avoid over and under-charging and to ensure the correct change is given to the guest, where required.

**12. Customer Feedback Policies**

- We welcome your feedback anytime and should you have any issue of concern, please contact us immediately at 65-81770102, Mondays to Sundays: 11- – 8.00pm or email to thesparoomcq@gmail.com. We will investigate and act to resolve areas of concerns.
- Depending on the complexity of the case, our time taken to resolve the complaint is within 21 working days. If we are unable to resolve the complaint amicably within 21 days, we will with your mutual consent, refer to CASE mediation or any other external mediation channels.

**13. Avoidance of Selling Activities During Treatments**

All products sold are non-refundable but may be exchanged for other products of equivalent value or higher 7 calendar days from the date of purchase. This is provided that the product has not been used and is returned in its original packaging.

**14. Protecting Customer's Privacy**

Video recording device and/or any other form of image capturing devices in the treatment rooms is prohibited.

**15. Privacy**

THE SPA ROOM adheres to Casetrust Privacy Policy in all transactions and will solely use guests' and customers' particulars for the purpose of completing sales transactions.