

Service Guarantee

- To provide a 5 working days (exclude Saturdays, Sunday and Public Holidays) cooling-off period to all our guest to seek full refund of payment if they do not proceed with the service offered.
- My business does not engage in selling activities or any form of selling tactics during treatment.
- To maintain the confidentiality of the customer details.
- Customers' Particulars collected during registration are particularly for the completion of sales and as required by the SPF.
- To clearly state the payment methods and channels available to customer.
- To honor the prices quoted at time of bookings.
- To offer goods and services of satisfactory quality as defined in the Sale of Goods Act S14(2).
- To clearly state the term and conditions of redemption or sales of gift certificates on the gift certificate.
- Should we be unable to resolve any complaint within the time frame, you have the alternative to report the matter directly to Case Trust.
- We welcome both male and female guests, and provide both shared and separate facilities.
- We are committed to clearly display discounted prices.
- We have a policy on additional charges for extra services.
- We are committed to avoid over or under-charging and to ensure correct change is given.
- My business has a policy to inform and cover guests with insurance upon the receipt of their pre-payments to my business. Guests are given documentary proof of insurance coverage upon the making pre-payments to my business.

Gift Certificate Redemption General Terms and Conditions

- The gift certificate is expressed in Singapore Dollars.
- The gift certificate is not exchangeable to cash.
- Deemed as void if the serial number is defect or unable to retrieve.
- Gift Certificate must be presented to spa reception before redemption of good or service.
- The management reserves the right to amend the terms and conditions without prior notice.

Exchange and Refund Policy

- We allow exchange and refund on services that are prepaid and not utilize within 5 working days (excluding Saturdays, Sundays and Public Holidays) of purchase with a valid original receipt. Any exchange and refund will be processed and completed within 14 days from date of purchase.
- Not exchangeable for cash.
- The chosen item for exchange should be equal or higher value than the item returned.
- For items of lower value than returned merchandise, the excess amount will be forfeited. Customers have to pay for the difference in value for exchanged items of a higher value than the returned merchandise.
- Due to the nature of the products, we cannot accept returns or offer refunds for products have been opened and/or used. We reserve the right to reject return of goods that do not meet our exchange policy requirements.
- Unopened, unused products in the original packaging may be exchanged within 5 (five) days of purchase with original receipts.
- Discounted/promotion items are not exchangeable.

Payment

- All prices are subject to local taxes (for products and services) nor 10% service charge (services only).
- We accept the following payment methods – credit card, cash(Singapore Dollars only) and charges direct to room.