

## Service Guarantee

- To provide a 5 working days cooling-off period to all guests to seek full refund of payment if they do not proceed with the service offered.
- To not engage in selling activities or any form of selling tactics during treatment.
- To maintain the confidentiality of the customer details.
- To clearly state the payment methods and channels available to customer.
- To honor the prices quoted at the time of booking.
- 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 a reasonable time frame, you have the alternative to report the matter directly to Case Trust.
- Male and female guests are both welcome, and both shared and separate facilities are available.

## Gift Certificate Redemption General Terms and Conditions

- Gift certificates are expressed in Singapore Dollars.
- Gift certificates are not exchangeable for 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

- The chosen item for exchange must be equal or higher in value than the item returned.
- For items of lower value than returned merchandise, the excess amount will be forfeited. Customers must 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 that have been opened and/or used. We reserve the right to reject the return of goods that do not meet our exchange policy requirements.
- Unopened or unused products in the original packaging may be exchanged within 5 (five) days of purchase with original receipts.
- Discounted and promotion items are not exchangeable.

## Payment

- All prices are subject to local taxes (for products and services) and 10% service charge (services only).
- We accept forms of payment in credit card, cash and charges direct to room.