

TERMS AND CONDITIONS

1. As mentioned in our invoices and our website, guests agree to all our terms and conditions mentioned below upon booking any session, whether a trial or a package.
2. All bookings for beauty & wellness related services are to be paid in advance. Appointments are confirmed only after receiving the booking amount.
3. Please complete your sessions and appointments on or before the given due date. Failing which we won't be responsible for any loss of time or money.
4. A minimum of 4 hours notice is required for the cancellation or postponing of any appointment. Cancellations with less than 4 hours notice or no notice will be charged 100% of the service cost. The same will be considered as being completed or done.
5. The place of service will be fixed at the time of booking. Any changes later will be charged accordingly.
6. Time is of the essence in our line of work. We respect your time and we expect the same from you. Please ensure that our time is not wasted after coming to your place. This will help us to serve the next client/patron on time.
7. The same goes for us. In case our staff is running late because of traffic, delay in the previous session due to unavoidable circumstances, etc. we will make sure to inform you about it as soon as possible.
8. Any extra-time beyond the session is chargeable at Rs.350/- for 10 minutes and Rs.150/- for 5 minutes each. Any add-on services will be charged at actuals.
9. Please do not provide any tips or ask for any unprofessional favors from our staff.
10. In case you loved the session, and want to show your appreciation. Please do so by giving them a 5-star rating on the sheet provided. We will make sure to reward them for the same.
11. If for any reason our staff fails to meet your expectations then please call us on our customer care no. 9673578011 between 11 am to 5 pm or write to us at support@pinkorchid.in within 24 hours.
12. We strictly follow a "No cash payments" policy. Only digital payments are accepted. All payments are to be made only on Pink Orchid's official numbers/accounts.

13. A covid declaration is a must. We follow strict Covid measures and expect the same from all our valuable patrons.
14. Wearing of Mask and hand sanitization along with temperature checks is a must for our staff as well as patrons (except during facials).
15. Gift vouchers / special offers to be claimed / redeemed within the given time frame, the same will not be entertained after the due date. We strictly follow a "No Credit No Refund Policy."
16. We use 100% genuine fresh cold-pressed Virgin oil/s only for all our treatments for mothers and babies. We do not use any commercial brands available in the market.
17. Prices/services/products/policies are subject to change on our website and menus without any prior/advance notice.
18. Right to refusal: Pink Orchid reserves the right to refuse any service/s to the patron in case of improper behavior/conduct. Any kind of inappropriate conduct or language during the service. Services in such cases will be discontinued instantly, no refund / no adjustments will be done what-so-ever. We also reserve the right to define inappropriate conduct.
19. Therapists will be allotted according to their availability. All our therapists are trained equally and they follow our protocols thoroughly. Hence, there's no room for variation in terms of their quality of service.
20. No refunds or adjustments are allowed. We provide trial sessions for our clients to experience our services. Packages are offered only when the client is satisfied with the trial session.
21. Wellness packages & services that are booked cannot be clubbed or adjusted with other Hair & Beauty related packages & services. No adjustments of any packages or services are allowed.

Disclaimer:

The Mum & Bub Services | Beauty Hair | Spa treatments, Products & Services and / or facilities received or Utilized at/by Pink Orchid Beauty & Wellness are intended for general purposes only and are not intended to be a substitute for professional medical treatment for any condition medical or otherwise, that Guests may have. Guests will fully indemnify and hold harmless Pink Orchid its holding company(ies), affiliates, subsidiaries, representatives, agents, staff & suppliers, from & against all liabilities, claims, expenses, damages & losses, including legal fees (on an indemnity basis), arising out of or in connection with the treatment services and/or

facilities. All/any services/packages/charges/terms and conditions are subject to change without any prior notice. No refund/no adjustments will be entertained.