



MANDARIN ORIENTAL
SPA AND WELLNESS

CUSTOMER SERVICE POLICY

POLICY STATEMENTS

1. Sales of Goods Act and General Definitions

- Conformance of Sales of Goods Act
Our Company ensures that the services provided are of satisfactory quality as defined in the Sales of Goods Act S14 (2). Consumer Protection (Fair Trading) Act and Lemon Law.
- Compliance with the Massage Establishment Act
- Our Company complies with the Massage Establishment Act and regulatory requirements as mandated by the Singapore Police Force.

2. Cooling-Off Period - Retail Products

- Our Company will accord a **Five Working Days** (exclusive Saturdays, Sundays and Public Holidays) Cooling-Off period for unopened retail product exchange with a presentation of original receipt.
- Our Company ensures that all our products are genuine articles and carry the manufacturer's limited guarantee.
- Our Company provides services to meet The Customer's requirements and satisfaction at all times. Our Company will accommodate change of therapist within first 10 minutes of service commencement subject to availability otherwise, an alternative option will be offered.

3. Exchanges, Transfers And Refund Policy

- For cash payment, refund of full payment shall be made out by way of cheque payment, whilst for credit card payment, refund the amount will be made to the same credit card. The refund period will take up to 21 Working Days from the date of notification.

4. Terms and Conditions for Deposit

- Our Company does not collect any deposit in our business.

5. Redemption of Spa Vouchers

- We do not offer membership and sales of gift vouchers.
- Spa vouchers are distributed for complimentary treatments only.

6. Sale of MOHG Gift Cards

- MOHG Gift Card purchase is available in the Spa. The gift card is a stored value card under Mandarin Oriental Hotel Group (MOHG) and can be redeemed worldwide for Accommodations, Spa and Food and Beverage managed by Mandarin Oriental Hotel Group. The card has no expiry date and is nonrefundable once it is purchased.

7. Avoidance of Selling Activities During Treatments

- It is Our Company policy not to engage in selling activities or any form of selling tactics during treatments and in the treatment room.

8. Insurance Coverage for Prepaid Treatment Series

- Our Company does not offer Prepaid Treatment Series and we do not collect prepayment.

9. Pricing Transparency

- Retail prices are presented in a manner that is clear, simple, accurate and easily understood. All charges shall be revealed to The Customer before confirmation of purchase including discounts. If any in our preview invoice.
- Our company business is GST registered and prices are subject to service charge and GST.

10. Payment Mode

- Payment for retail purchase or spa services can be made by either Cash, Credit Card, WeChat Pay, AliPay, CPU or charged to in-house guestroom account. Our Company accepts all major credit cards such as Visa, Master Card, American Express, JCB and Diners Club.
- All payments have to be made out in Singapore Dollars.

11. Pricing Accuracy

- Our Company is committed to the avoidance of over or undercharging. To ensure accuracy of charging, it is Our Company policy to list clearly all prices in our invoice / receipt and communication materials.

12. Pricing Transparency for Extra Services

- All prices quoted are based on the price list.
- This is in line with Our Company policy to clearly indicate any additional charges for extra services that may be incurred by The Customer.

13. Honouring Price Quotes

- It is Our Company policy to honour all prices quoted at the time of booking for treatments and for other related services.

14. Confidentiality

- Our Company will safeguard, according to strict standards of security and confidentiality, any information The Customer shares with Our Company.
- Our Company will limit the collection and use of The Customer's personal particulars/information to the minimum and for the purposes of completing the transaction, facilitating the smooth delivery of services and updating The Customer with the latest promotion of the Spa in accordance to PDPA. Every effort shall be made to ensure the integrity of The Customer's personal particulars and confidential information entrusted to Our Company are not compromised unless required to by law.
- Our Company also undertakes not to divulge The Customer's personal information to any unauthorized party without his/her prior written consent.

15. Professional Ethics and Comprehensive Pricing Policy

- Our Company adopts fair and ethical business practices as well as accurate marketing communications at all times.
- All marketing communication information will provide at least the following information:
 - ✓ Breakdown and description of Our Company products and/or services with the price quoted.
 - ✓ Discount factor, if applicable - either the promotional discount in percentage terms or the nett promotional price for a la carte services.
 - ✓ Terms and conditions of the sale.
 - ✓ Effective and validity period for all promotions.
 - ✓ Any qualifying statement, if required.