

# CUSTOMER ASSURANCE

## Service Guarantee

- Chi, The Spa at Shangri-La Hotel, Singapore offers treatments and products of satisfactory quality to both male and female customers as defined in the Sale of Goods Act S4 (2), Consumer Protection (Fair Trading) Act and Lemon Law.
- We guarantee the satisfaction of our customers. If the customer wishes to exchange or refund a product purchased, they can do so within five working days of purchase (not inclusive of Saturday, Sunday and Public Holiday). The exchange or refund will be implemented within 14 working days upon receiving the request.
- We strictly prohibit any form of selling tactics during treatments and in the treatment room.
- All spa treatment prices, descriptions and upgrades are clearly displayed in Chi, The Spa menu and website, and will be honoured accordingly. Certain promotions have specific validity periods as stated in Chi, The Spa's marketing materials.
- We advise all our customers to schedule their appointments in advance in order to obtain their preferred treatment time. If rescheduling or cancellation is required, please give us a minimum of four hours' advance notice. If the spa receives the rescheduling or cancellation request in less than four hours prior to the scheduled treatment and if there is a no show, full amount on the scheduled treatment will be charged. There will be no extension of time on the treatment for late arrivals.
- Customers can request for a change of therapist within the first 10 minutes of treatment (subject to availability).
- Chi, The Spa adheres to privacy policy of Shangri-La Hotels and Resorts in all transactions. The collection of customers' particulars are solely for the purposes of completing sales transactions. Please refer to the website for details.
- Customers enjoy a cooling-off period of at least 5 working days to seek a full refund of payments made if they do not wish to proceed with the services offered. The 5-day cooling-off period offers recourse for customers who have been pressured into signing up. For avoidance of doubt, this cooling-off period is not applicable for services which have been utilised.
- We are committed to service excellence. We follow up on customer complaints within a reasonable time frame of no more than three weeks. However, if the customer is not satisfied with our resolution, business will initiate mediation at CASE Mediation Centre at 170 Ghim Moh Rd, #05-01 Ulu Pandan Community Building, Singapore 279621 or call 6461 1800.

## General Terms and Conditions for Gift Certificate Redemption

- We guarantee the satisfaction of our customers. If the customer wishes to exchange or refund a product or gift certificate purchased, they can do so within five working days of purchase (not inclusive of Saturday, Sunday and Public Holiday). The exchange or refund will be implemented within 14 working days upon receiving the request.
- Chi, The Spa at Shangri-La Hotel, Singapore abides to the requirement by CaseTrust to provide insurance policy for all pre-paid services.
- The value reflected in the gift certificate is expressed in Singapore Dollars.
- Gift certificates cannot be refunded or exchanged for cash.
- The original gift certificate within their validity period must be presented at the spa reception before the redemption of treatments or products. If the serial number on the gift certificate is defective or unable to retrieve, deemed as void. There will be no extension to expired gift certificates.
- We advise all our customers to schedule their appointments in advance in order to obtain their preferred treatment time.
- The management reserves the right to amend the terms and conditions without prior notice.

## Exchange and Refund Policy

- Products cannot be exchanged for cash and the chosen item for exchange should be of equal or lower value than the returned merchandise. Customers have to pay for the difference in value for the exchanged item of a higher value. For items of lower value than the returned merchandise, the excess amount will be forfeited.
- We do not refund purchased gift certificates or complimentary vouchers and any item purchased on discount or during promotion.

## Payment

- All prices are subject to government taxes and prevailing service charge.
- Chi, The Spa accepts cash in Singapore Dollars and all major credit cards. Hotel guests may sign for the treatments to their valid room account