

# CUSTOMER ASSURANCE

## Service Guarantee

- CHI, The Spa at Shangri-La's Rasa Sentosa Resort & Spa offers treatments and products of satisfactory quality to both male and female customers as defined in the Sale of Goods Act S14 (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 treatment rooms.
- All spa treatment prices, descriptions and upgrades are clearly displayed in CHI, The Spa's menu and website, and will be honoured accordingly. Certain promotions have specific validity periods as stated in CHI, The Spa's marketing materials. We will honour the price quoted at the time of booking for services.
- We are committed to avoid over and under-charging, ensuring correct change will be given to customers.
- 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 time on the treatment for late arrivals.
- Customers can opt for a change of therapist within the first 10 minutes of treatment (subject to availability). In the event no therapist is available, customers are not required to pay for any charges for services booked.
- CHI, The Spa adheres to privacy policy of Shangri-La Hotels and Resorts in all transactions. Please refer to the website for details.
- The collection of customers' particulars are solely for the purposes of completing sales transactions.
- 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 or if the complaint is not resolved, we will initiate mediation at CASE Mediation Centre.

## General Terms and Conditions for Gift Certificate Redemption

- Gift certificates can be purchased for all our spa treatments. If the recipient of the gift certificate wishes to change the treatment selected, they must pay the difference if the new spa treatment is of a higher value. No additional payment is required if the spa treatment is of equal value. If the spa treatment is of lower value than the original, we will not refund the difference to the customer.
- The value reflected in the gift certificate is expressed in Singapore Dollars.
- Gift certificates cannot be exchanged for cash or refunded.
- The original gift certificate within the 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 be retrieved, it will be deemed as void. There will be no extension for 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 higher 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/or prevailing service charge.
- CHI, The Spa accepts cash in Singapore Dollars and all major credit cards (Visa, MasterCard, American Express, Diners Club, JCB and China Union Pay). Hotel guests may sign for the treatments to their valid room account.