

Spa-1 (Terms & Conditions)

Reservations

Customers are recommended to make advance booking for their services sessions prior to their arrival. If they would like to request for certain masseuses, they could do so at the time of reservation, subject to availability. SPA-1 reserves the right to turn away any customer arriving without prior reservation.

Arrival

We recommend our customer to arrive 10 minutes prior to their scheduled appointment, just in case of unexpected delays.

Health, Allergies or Special Considerations

Customers who have any existing medical conditions, heart conditions, implants of any kind, pregnant or any other medical or health conditions are advised to consult their doctors before receiving any treatment services. You are required to declare their medical and health condition to the SPA-1 consultant before any treatment is performed. Please alert our therapist immediately for any discomfort during your treatment.

Security

SPA-1 is committed to maintain no locking device for all the doors to their massage or treatment rooms. For safety and security reasons please do not bring valuables to the Centre. SPA-1 shall not be held responsible for any loss of personal valuables.

Cancellation and Refund Policies

We request that all customers call to cancel or reschedule at least 3 hours prior to the appointment time. Should the Customer concerned does not show and without any prior notice given. SPA-1 has the right to transfer the session to other customer.

There is strictly no refund once the full treatment session has been completed. Customers may request for a different therapist (subject to availability) within the first 10 minutes of their treatment and the treatment will end at the same scheduled time.

In the event of any advance payment received from customer, a 5 working days (excluding Saturday, Sunday and Public Holiday) cooling off period is applicable for exchange / transfer / refund.

Cancellation	Commenced	Refund/Exchange / Transfer
Within 5 working days	No	Full Refund / Exchange / Transfer of advance payment. Free gifts to be return to Spa-1 in unconsumed condition.
	Yes	Refund / Exchange / Transfer for unutilized session after deduction of spent amount at ala-carte prices. Refunds will exclude all discounts or complimentary
After 5 working days	Either	No Refund. Exchange / Transfer for unutilized session after deduction of spending amount at ala-carte prices.

Note 1: Exchange with equivalent value or below

Note 2: Transfer to another party