

Immediate effect from 10 August 2015

Terms and Conditions

Fair Usage Policy

1) Usage

AOW Pte Ltd is in the business of offering Ganbanyoku therapy (Hot Bed) to its customer at its facility. Each paying customer is entitled to use the hot bed for maximum of 1hour / session/ bed. Multiple sessions per day are allowed.

Each customer is entitled to 1 set of Yukata, 1 big towel and 1 small towel per session. The serving of enzyme juice is subject to availability. Additional request will be charged accordingly.

2) Payment

Payment must be made before usage of therapy. Packaged holder must have a valid package before usage of therapy.

3) Bookings

Phone booking for therapy must be done 1 day in advance. Booking for ad-hoc or walk-in will be subjected to bed availability. Email or SMS booking will not be entertained. No reminder messages will be sent.

4) Validity

All packages have a validity period. Validity period varies from 2 weeks, 1 month, 3 months and 6 months. ***Customers are personally responsible for managing their package validity period.*** No reminder messages will be sent.

5) Rooms allocation and usage

Room allocation will be based by customer's gender. Couples may request for the same room, however ***rooms and bed allocation are in the discretion of the management.*** Customer must refrain from using their mobile phones (Texting and Chatting) in the therapy room.

Customer will be asked to leave the room when his/her behaviour is affecting the other customers and no refund given.

6) Locker Usage

A locker will be provided for each customer to keep his/her personal belongings. The management shall not be held liable for the keeping of customer belongings, in and outside of locker / facility.

7) Termination

Termination is automatic once package expires. No reminder will be sent. No refund will be made for unused sessions including circumstances such as Medical and Travel. (Refer to extension Policy)

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Extension Policy

1) Expired Package

All unused sessions that have expired will be forfeited. For extension, customer needs to ***purchase the same package*** to further extend his/her package within 7 days from the expiry date. New validity must start from date of purchase. **After 7 days from the expired date, no extension will be entertained.**

For example: Senior Citizen Package \$220 for 3 month validity

Package expires on 31st July 2015 with 5 balance sessions can only be extended with another purchase of the Senior Citizen Package by 7th August 2015. The 5 balance sessions will be carried forward for another 3 months; total number of sessions will be 15 to be used by 3 months (ie 31 October 2015).

2) Unexpired Package

Customers can extend their validity by purchasing the same package or upgrading to another package of a higher value per session before its expiry date.

Example: 10 sessions \$250 for 1 month validity (sharing)

Package expires on 31st July 2015 can only be extended with another purchase of the same package or purchase of 10 sessions for \$350 for another 3 months validity. Purchase of 10 sessions \$250 for 3 months is NOT allowed (non-sharing).

*Extension is only allowed for purchase of **sharing to sharing package** or **non-sharing to non-sharing package**. Otherwise, transfer of package must be done before extension is allowed. (Refer to point 3 below)*

3) Transfer of sharing to Non-sharing / Non-sharing to sharing Package

Transfer from ***Sharing to non-sharing package*** is not allowed. No refund will be entertained.

Transfer from ***Non-sharing to sharing package*** can be done by upgrading the package before it expires. Upgrading must be for the entire package, and not just the balance session(s).

4) Extension/Transfer of Hourly package

Extension or Transfer of hourly package is not allowed in any circumstances as these packages are heavily discounted.

5) Reminder services

There is NO reminder services. Customer need to manage his/her package to ensure all sessions are used up before it expires.

