



TERMS AND CONDITIONS /CASE TRUST POLICIES

Quality Assurance. Nassim Botanic Spa offers goods and services of satisfactory quality as defined in the Sales of Goods Act S14 (2), Consumer Protection (Fair Trading) Act and Lemon Law.

Warranties and Service Guarantees. Nassim Botanic Spa has policies on warranties and service guarantees and accords a cooling-off period of at least 5 days (exclusive of Saturdays, Sundays, and Public Holidays) to allow guests to seek full refund of payment made if guests do not wish to proceed or are dissatisfied with the services offered.

Products. Nassim Botanic Spa provides a defect-free guarantee for our products. Defective products will be replaced by an identical product immediately upon production of the receipt. If an identical product could not be offered, we will refund full payment to the guest within 30days.

Services. Our treatment outcomes can vary among guests due to factors such as their health and mental condition. Therefore, we cannot offer any assurance of consistent or specific results for every guest. However, if a guest wishes to change their masseuse within the first 10 minutes of the treatment, we will accommodate their request, depending on the availability of another masseuse at that time.

Deposits (Cancellation and Forfeit). Nassim Botanic Spa collects SGD 100 deposit per person to secure a treatment slot during peak period. A 24-hour notice is required for any cancellation or changes to bookings for a full refund of the deposit. If there is a no-show, the deposit will be forfeited.

Vouchers. Nassim Botanic Spa has a policy stating terms and conditions for redemption of gift voucher as stated on the back of the gift voucher.

No selling during treatment. Nassim Botanic Spa does not engage in selling activities or any form of selling tactics during treatments and in treatment room.

Pre-payment Insurance. Nassim Botanic Spa has a policy to inform and protect guests with approved insurance upon sale of gift voucher. As required by the insurer, guests are to provide personal particulars to Nassim Botanic Spa. Certificate of insurance will be issued upon successful pre-payment. All pre-payments including, but not limited to packages, gift vouchers, and membership fee will be covered by an approved insurer.

Discounts. Guests must indicate the use of voucher, promo code, partnership program, staff ID during booking of our treatment to enjoy price discount. Otherwise, Nassim Botanic Spa prices are based on our displayed menu pricing strictly.

Promotions. Nassim Botanic Spa might have marketing promotions from time to time. We will display all marketing materials clearly, indicating start and expiry dates and the terms and conditions of the promotion.

Payment Mode. Nassim Botanic Spa accepts cash, paynow, apple pay, debit card, credit card (visa/mastercard/amex). We do not accept foreign currency. For Hotel guests, we regret to inform that we are not able to charge to room.



Accurate Pricing. Our menu is clearly display and our price list is shown for all services provided.

Relevant Tax. Nassim Botanic Spa is a Singapore GST-registered business entity. Prevailing tax at this point of time is applicable for all goods and services rendered.

Honouring Price Quotes. Nassim Botanic Spa honours the prices quoted at the time of booking for all services.

Confidentiality of Customer Data. Nassim Botanic Spa has a policy on the security of guest particulars. Personal information collected by Nassim Botanic Spa will solely be used for the purpose of effectively rendering the services as requested by the guests. Sales and marketing and promotional communications will only be received with guest consent.