

REFRESH GROUP PTE LTD

TCM HOME

TERMS AND CONDITIONS

JUNE 2020

Treatment Time Extension

Where the need/desire arises for therapists/ physicians to continue beyond the booked time and the therapists/ physicians are available to do so, they will do so provided authorization has been granted. The minimum time extensions 30 minutes.

Surcharge

\$30 appointment before 6PM | \$50 appointment after 6PM

All new customers will required \$200 as deposit, refund after treatment.

Behavior

Refresh Group intends to provide an environment that is pleasant, healthy, comfortable, and free from intimidation, hostility, discrimination, or other offenses. Harassment of any sort – verbal, physical, and visual – will not be tolerated.

Refresh group provide health care services. Be respectful of other guests and Refresh Group's employees.

Personal Valuables

The Customer is advised to keep all valuables before the arrival of Refresh Group's representative(s) and will not hold Refresh Group Pte Ltd responsible for any loses/damages.

Cancellation / Rescheduling Appointment Policy

Our goal at Refresh Group is to provide the highest quality services in a timely manner. In order to do so, we have had to implement an appointment cancellation/rescheduling policy. This policy enables us to better utilize available appointments for our clients. Your consideration is greatly appreciated. Life happens sometimes so if it is necessary to cancel or reschedule your scheduled appointment, we require that you let us know at least 24 hours' in advance of your scheduled appointment to avoid cancellation / rescheduling fees. Exceptions to this policy will be considered on a case by case basis.

Session appointment cancellation/rescheduling policy will be subject to the following fee(s):

Cancellation: If you cancel your appointment 24 hours' before your time there is no cancellation fee and you will be refunded 100% of deposit.

hours before meeting will be charged 50% of your deposit |

2 hours before meeting will be charged 100% of your deposit as cancellation fee.

Rescheduling: If you reschedule your appointment 24 hours' before your meeting time there is no rescheduling fee. If you reschedule your appointment with less than 24 hours' notice you will be charged \$10.

No-Show Policy

A "no-show" is someone who misses a scheduled appointment without canceling or rescheduling 24 hours in advance of their scheduled appointment. "No-shows" will be charged 100% of the session amount. Session amount is different than the price listed on our booking page. If a client accumulates 3 "No-shows", he or she may be black listed.

Late Arrival for your Scheduled Appointment

If you arrive 10 minutes late or more, your appointment time will be reduced by the amount of time you were late to accommodate the next client's scheduled appointment.

Cancellation Policy for Refresh Members

While there is no additional deposit required for making appointments for pre-purchased multi-hour packages, appointments canceled or rescheduled will be subject to the following policy and fee(s):

Cancellation: If you cancel your appointment 24 hours before your meeting time there is no cancellation fee. If you cancel your appointment with less than 24 hours' notice you will be deducted session(s)/ hour(s)/ credit(s) per occurrence.

Rescheduling: If you reschedule your appointment 24 hours before your meeting time there is no rescheduling fee. If you reschedule your appointment with less than 24 hours' notice you will be charged \$10.00 rescheduling fee per occurrence. Final adjusted balance will be due at the time of your rescheduled appointment.

REFRESH GROUP PTE LTD

TCM HOME

TERMS AND CONDITIONS

JUNE 2020

How to Cancel/Reschedule Your Appointment

To cancel or reschedule appointments there are several options:

Please leave a detailed message and a contact number if canceling or rescheduling with less than 24 hours' notice. Please refer to your confirmation or reminder email. These emails contain an option to Cancel/Reschedule that will take you directly to our appointment calendar for cancellation or rescheduling of your existing appointment.

Be advised; if it's less than 24 hours' before your appointment, canceling or rescheduling options will not be available, so you will need to call +65 8845 4822 and this is subject to the cancellation/rescheduling policy.

PDPA

I hereby authorise, agree and consent to allow Refresh Group Pte. Ltd. to:

a. collect, use, disclose and/or process personal data about me that I had previously provided Refresh Group Pte. Ltd., that I now provide Refresh Group Pte. Ltd., that I may in future provide Refresh Group Pte. Ltd. with and/or that Refresh Group Pte. Ltd. possesses about me including but not limited to my name, my date of birth, my identification number, my email address, my telephone numbers, my address for the following purposes:

- facilitating, processing, dealing with, administering, managing and/or maintaining our relationship with Refresh Group Pte. Ltd.;
- dealing in any matters relating to Refresh Group Pte. Ltd. products, services and activities;
- carrying out due diligence and other screening activities, or to prevent or investigate any fraud or breach of contract or unlawful activity, or complying with or as required by any applicable law, governmental or regulatory requirements of any relevant jurisdiction;
- conducting research, analysis and development activities (including but not limited to data analytics, surveys and/or profiling) to enhance Refresh Group Pte. Ltd. products, services and/or operations, and/or otherwise for Refresh Group Pte. Ltd. business operations and purposes;
- storing, hosting, backing up (whether for disaster recovery or otherwise) of my personal data, whether within or outside Singapore,
(collectively the "Purposes");

b. disclose personal data about me to Refresh Group Pte. Ltd. third party service providers and agents ("Representatives") that are engaged by Refresh Group Pte. Ltd. to perform certain functions in connection with the Purposes, so long as disclosure is necessary to enable such Representatives to perform the said functions. The Representatives may be located within or outside Singapore. In this regard, I hereby acknowledge, agree and consent that the said Representatives may, to the extent necessary to perform the said functions, collect, use, disclose and/or process my personal data.