

Terms & Conditions

Effective Date: 1 June 2025

Welcome to **Senses Home Spa**! By using our website, booking our services, or engaging with us in any other way, you agree to be bound by the following **Terms of Use**. Please read them carefully. If you do not agree with these terms, you should not use our services.

1. General Terms

- **Eligibility:** You must be at least 18 years of age to use our services or make bookings with **Senses Home Spa**. By using our services, you confirm that you are above the required age.
- **Services Provided:** **Senses Home Spa** is a professional home massage service dedicated solely to wellness and therapeutic treatments. We strictly provide legitimate massage therapy services only. No other solicited or inappropriate services are offered under any circumstances.
- **Service Availability:** Our services are available in the specified regions in Dubai. We may update our service areas from time to time, and it is your responsibility to confirm if your location is within our service area.
- **Booking and Payment:** You can book our services via our WhatsApp, mobile business app, or by contacting our customer service team. By booking, you agree to pay the service fees as outlined during the booking process.
- **Pricing:** All prices for services are listed on our website or provided upon inquiry. Prices may be subject to change, and **Senses Home Spa** reserves the right to update pricing at any time. Pricing will be communicated prior to booking or service delivery.

2. Service Terms

- **Health Considerations:** You are responsible for providing accurate information about your health conditions, allergies, or any other medical conditions that could affect your ability to receive certain treatments. We reserve the right to refuse service if the treatment is deemed unsafe.
- **Service Delivery:** Services will be provided at the location you specify when making a booking. You are required to ensure the service environment is safe, clean, and conducive for the service being provided. If the environment is not suitable, we may need to reschedule the appointment or refuse service.
- **Cancellations and Rescheduling:** We ask you to make any cancellation or changes to treatments at least 24 hours before your appointment to avoid a 100% cancellation charge. No-shows will result in full charge.

- **Arrival:** We inform you to please be ready 15minutes before your appointment for our ladies to setup their equipment. Should you not on time, we will only offer you the remainder of your appointment time. The full cost of the treatment or service will still be charged.
- **Wellbeing:** Please notify your therapist of any specific requirements which may include injuries, illness or allergies.
- **Age Policy:** We do not provided the services to minors (individuals under 18),

3. User Responsibilities

- **Accurate Information:** You agree to provide accurate, current, and complete information during the booking process and while using our services.
- **Respectful Behaviour:** We expect all clients to treat our staff with respect. Any abusive, inappropriate, or disruptive behaviour may result in immediate termination of services, and you will still be liable for the full service fee.
- **Safety and Security:** You are responsible for ensuring that your location is safe for our service providers. **Senses Home Spa** is not responsible for any injuries or accidents that occur on your property during the provision of services.

4. Payment Methods and Refunds

- **Payment Methods:** We accept payment in cash and other payment methods as indicated during the booking process.
- A payment link can be sent to you in advance via WhatsApp/email prior to your booking should you wish to pay electronically.

Please note that we do not accept American Express.

- **Refunds:** Refunds/Vouchers will be issued only in the event of cancellation by **Senses Home Spa** or if services were not delivered as agreed upon. Refunds will be processed within 10 business days.

5. Privacy and Data Protection

- **Personal Information:** By using our services, you consent to the collection and use of your personal information as outlined in our **Privacy Policy**.
- **Confidentiality:** We respect the confidentiality of your personal information and will take all necessary measures to protect it. We do not share your personal information with third parties except as required by law or as outlined in our Privacy Policy.

6. Intellectual Property

- **Ownership:** All content on the **Senses Home Spa** website, including but not limited to text, images, logos, trademarks, and software, is owned by **Senses Home Spa** and is protected by copyright, trademark, and other intellectual property laws.
- **License:** You are granted a limited, non-exclusive, and non-transferable license to access and use our website and services for personal, non-commercial purposes. You may not use any content or materials from our website without prior written consent from **Senses Home Spa**.

7. Disclaimers and Limitations of Liability

- **No Liability for Damages:** To the fullest extent permitted by law, **Senses Home Spa** will not be liable for any indirect, incidental, special, or consequential damages arising from your use of our services, including but not limited to any injuries, accidents, or dissatisfaction with the services provided.
- **Indemnification:** You agree to indemnify, defend, and hold harmless **Senses Home Spa**, its employees, agents, and affiliates from any claims, liabilities, losses, damages, costs, or expenses arising out of your use of our services.

8. Termination

- **Suspension or Termination of Service:** We reserve the right to suspend or terminate your access to our services if we believe you have violated these Terms of Use, engaged in fraudulent or illegal activity, or failed to make payment.
- **Termination by You:** You may terminate your use of our services at any time by notifying us. However, you will still be responsible for any outstanding payments due for services already rendered.

9. Governing Law and Dispute Resolution

- **Governing Law:** These Terms of Use are governed by the laws of the United Arab Emirates (UAE).
- **Dispute Resolution:** Any disputes arising from or related to these Terms of Use shall be resolved through negotiation. If resolution cannot be reached through negotiation, the dispute will be referred to the competent courts of Dubai, UAE.

10. Changes to Terms of Use

Senses Home Spa reserves the right to modify or update these Terms of Use at any time. Any changes will be posted on this page, and the updated terms will be effective immediately upon posting. We encourage you to review this page periodically to stay informed about our policies.

11. Contact Information

If you have any questions or concerns regarding these Terms of Use, please contact us at:

Senses Home Spa

Email: senseshomespa.ae@gmail.com