

Goddess Retreat Limited Terms and Conditions

This website is owned and operated by Goddess Retreat Limited. These Terms set forth the terms and conditions under which you may use our website and services as offered by us. This website offers visitors Goddess Retreat salon & mobile beauty treatments and online shopping. By accessing or using the website of our service, or our services, you approve that you have read, understood, and agree to be bound by these Terms.

Who can use our website; what are the requirements to create an account

In order to use our website and/or receive our services, you must be at least 18 years of age, or of the legal age of majority in your jurisdiction, and possess the legal authority, right and freedom to enter into these Terms as a binding agreement. You are not allowed to use this website and/or receive services if doing so is prohibited in your country or under any law or regulation applicable to you.

Personal Data

In order to provide the Services, we may collect personal data from you. Before making a booking or purchase through us, please read our privacy policy available on the website.

Key Commercial Terms

When purchasing one of our services, you agree that:

- you are responsible for reading the full item listing before making a commitment to buy it;
- you enter into a legally binding contract to purchase an item when you commit to buy an item and you complete the check-out payment process.

The prices we charge for using our services are listed on the website. We reserve the right to change our prices for products & services displayed at any time, and to correct pricing errors that may inadvertently occur. All pricing is inclusive of tax VAT

You can make a booking through the website by choosing your preferred service.

Your payment details will be requested at the time of booking a treatment and payment will be collected when you make a booking.

In some instances a fixed £50 deposit will be required to secure your booking.

Full payment of the Treatment Fee is due at the time of treatment appointment with Goddess Retreat. By making a booking or purchase you agree to provide complete, correct and true information including without limitation billing and payment information.

By making a booking, you are responsible for:

- Full payment of the applicable Treatment Fee;
- Ensuring the therapist has access to your Designated Premises which must, in all cases, represent a suitable space in which the Professional Service can be performed, with all appropriate facilities (including adequate lighting and heating); and
- Ensuring the health and safety of the therapist whilst at your Designated Premises.

Prohibited Use

The Services are for your personal and non-commercial use and must only be used for the purposes of inquiring about or making bookings for Professional Services. You must not use the website or the Services to do any of the following (each of which is strictly prohibited):

- Engage in any inappropriate behaviour including but not limited to illicit or sexually suggestive remarks, sexual advances, drug use, excessive drinking and/or other inappropriate behaviour
- Restrict or inhibit any other user from using and enjoying the Service.
- Infringe the privacy rights, property rights, or other civil rights of any person.
- Harass, abuse, threaten or otherwise infringe or violate the rights of Goddess Retreat employees and personnel or others.

You agree not to breach Our Terms in any way which may result in, among other things, termination or suspension of your access to the Services.

Business area.

Goddess Retreat will provide the mobile treatment service where possible to the areas in reasonable distance from Sutton, Surrey SM1 for a small charge. Should a client request a

mobile treatment further afield, it will be considered dependent on location and at an extra charge to be quoted by Goddess Retreat.

Cancellation policy

A full refund will be issued on bookings cancelled up to 48 hours before the time of the booking.

Bookings cancelled within the 48 hours will not receive a refund.

You will also be charged the full Treatment Fee if you:

- Cancel a booking other than as permitted above;
- Attempt to cancel a booking on or after the Appointment Time; or
- Fail to attend a booking at the Appointment Time and/or at the Designated Premises.

Cancellation fees may in our absolute discretion be waived where you have been unable to cancel a booking without incurring the cancellation fee for genuine reasons which were outside of your control

Treatment extensions

If you wish to extend the time you have booked Goddess Retreat Limited, the therapist will endeavour to fulfil your request. This is subject to the availability of the therapist and payment of an additional charge for the treatment in accordance with our price list. Should you wish to extend the treatment you are having by a set time we can offer this at £20.00 per 10 minutes.

Promotion codes, Gift cards and client referrals

We may offer promotional codes and referral codes that can be redeemed against purchases of Goddess Retreat services. Codes and Gift Cards will only be valid for a period of time stated on or with them.

Codes do not have any cash value. They may:

- only be used for personal and non-commercial purposes. You can share your unique code with your personal connections via social media where you are the primary content owner. Codes may not be duplicated, sold, transferred, distributed or made available to others online (including through public websites such as coupon websites) or by other means;
- not be exchanged for cash;
- only be used once and only one Code may be used per person; and
- may be subject to specific terms which will be made available by us, and must only be used in accordance with those terms.

Discounts cannot be used in conjunction with any other offers or discounts.

Gift cards do not have any cash value and may be redeemed for service or part of a service. Gift cards are non-transferrable and non-refundable.

Cards cannot be replaced if lost, stolen or destroyed.

The purchaser of the card is entitled to a 14-day 'cooling off' period provided the gift card is returned unused and with the original receipt within 14 days of purchase, after which a full refund will be made. If you need to return a gift card please email info@goddessretreat.co.uk

In addition, referral codes may be issued to allow you to refer friends and family to the Services, and which may reduce the Treatment Price.

Retention of right to change offering

We may, without prior notice, change the services; stop providing the services or any features of the services we offer; or create limits for the services. We may permanently or temporarily terminate or suspend access to the services without notice and liability for any reason, or for no reason.

Ownership of intellectual property, copyrights and logos

The Service and all materials therein or transferred thereby, including, without limitation, software, images, text, graphics, logos, patents, trademarks, service marks, copyrights, photographs, audio, videos, music and all Intellectual Property Rights related thereto, are the exclusive property of Goddess Retreat Limited or our licensors. Except as explicitly provided herein, nothing in these Terms shall be deemed to create a license in or under any such Intellectual Property Rights, and you agree not to sell, license, rent, modify, distribute, copy,

reproduce, transmit, publicly display, publicly perform, publish, adapt, edit or create derivative works thereof.

Right to suspend or cancel user account

We may permanently or temporarily terminate or suspend your access to the service without notice and liability for any reason, including if in our sole determination you violate any provision of these Terms or any applicable law or regulations. You may discontinue use and request to cancel your account and/or any services at any time. Notwithstanding anything to the contrary in the foregoing, with respect to automatically-renewed subscriptions to paid services, such subscriptions will be discontinued only upon the expiration of the respective period for which you have already made payment

Indemnification

You agree to indemnify and hold Goddess Retreat Limited harmless from any demands, loss, liability, claims or expenses (including attorneys' fees), made against them by any third party due to, or arising out of, or in connection with your use of the website or any of the services offered on the website.

Limitation of liability

To the maximum extent permitted by applicable law, in no event shall Goddess Retreat Limited be liable for any indirect, punitive, incidental, special, consequential or exemplary damages, including without limitation, damages for loss of profits, goodwill, use, data or other intangible losses, arising out of or relating to the use of, or inability to use, the service.

To the maximum extent permitted by applicable law, Goddess Retreat Limited assumes no liability or responsibility for any (i) errors, mistakes, or inaccuracies of content; (ii) personal injury or property damage, of any nature whatsoever, resulting from your access to or use of our service; and (iii) any unauthorized access to or use of our secure servers and/or any and all personal information stored therein.

Right to change and modify Terms

We reserve the right to modify these terms from time to time at our sole discretion. Therefore, you should review these page periodically. When we change the Terms in a material manner, we will notify you that material changes have been made to the Terms. Your continued use of the Website or our service after any such change constitutes your acceptance of the new Terms. If you do not agree to any of these terms or any future version of the Terms, do not use or access (or continue to access) the website or the service.

Promotional emails and content

You will not receive promotional emails and content from Goddess Retreat Limited without your unambiguous explicit consent.

Preference of law and dispute resolution

These conditions make up the whole agreement between you and us in how you use our website. If a court decides that a condition is not valid, the rest of the conditions will still apply.

The laws of England and Wales apply to your use of our Website and these conditions. We control our Website from within the United Kingdom. However, you can get access to our Website from other locations around the world. Although, these places may have different laws from the laws of England and Wales, by using our Website you agree that the laws of England and Wales will apply to everything relating to you using our Website and you agree to keep to these laws. We have the right to take you to court in the country you live in.

How to contact us:

If you experience problems with our Website or would like to comment on it, please contact us by using the details set out on our website.