

# Beautique Salon

## TERMS AND CONDITIONS

### 1. Booking and Reservations

All bookings are subject to availability and must be confirmed with a deposit of THB 500 at the time of booking. Without a deposit we cannot confirm your booking. Appointments can be made online, by phone, or in person. Confirmation of booking will be sent via email, WhatsApp or LINE. Guests are encouraged to arrive at least 5 minutes. We impose this rule to kindly ask all guests to honour their booking. For hotel in-house guests, the deposit will be charged to your room account

### 2. Payment Policy

A deposit of THB 500 is required at the time of booking. The remaining balance is payable on the day of the appointment. We accept payments by cash, bank transfers, credit/debit cards, and through our e-payment gateway link. In the case of credit card deposits we will not be able to issue the exact refunded amount due to credit card fees. For hotel guests, the final balance, adjusted for the deposit, will be posted to your room bill portfolio.

### 3. Payments

Royal Cliff Bank Accounts

ACCOUNT NAME: ROYAL CLIFF BEACH HOTEL CO., LTD.



BANK: BANGKOK BANK PUBLIC COMPANY LIMITED.

BRANCH: BANGLAMUNG

A/C NO: 342-300296-7

SWIFT CODE: BKKBTHBK



BANK: THE SIAM COMMERCIAL BANK PUBLIC CO.,LTD.

BRANCH: PATTAYA

A/C NO: 535-303033-0

SWIFT CODE: SICOTHBK



BANK: KASIKORN BANK

BRANCH: PATTAYA KLANG

A/C NO: 291-100299-2

SWIFT CODE: KASITHBK

**E-PAYMENT GATEWAY:** [www.royalcliff.com/main/e-payment](http://www.royalcliff.com/main/e-payment)

### 4. Cancellation and Rescheduling Policy

Cancellations must be made at least 6 hours prior to the scheduled appointment time to receive a full refund of the deposit. Cancellations made within 6 hours of the appointment will incur a no refund of the deposited amount. Rescheduling is allowed up to 6 hours before the appointment without penalty, subject to availability. No-shows will result in the forfeiture of the deposit and may incur additional penalties. Individuals with a record of 3 no-shows may no longer be eligible to make future bookings.

### 5. Arrival and Late Policy

Clients are encouraged to arrive at least 5 minutes before their scheduled appointment. Late arrivals may result in a shortened treatment and hairdressing time to ensure other guests are not inconvenienced, with no adjustment to the price. Beautique Salon reserves the right to cancel the appointment and retain the deposit if clients arrive more than 15 minutes late.

### 6. Liability

Beautique Salon is not liable for any injuries, illnesses, or adverse reactions resulting from treatments or products used unless caused by negligence on our part. Clients are encouraged to communicate concerns or discomfort immediately during treatments.

### 7. Respect and Etiquette

Beautique Salon is a luxury beauty salon and our professional stylists have worked diligently to earn their professional licenses. We kindly request that all guests treat our staff with respect and maintain appropriate behavior at all times. Harassment or mistreatment of our staff is strictly prohibited and will not be tolerated. Any misconduct will result in the immediate removal of the individual from the Beautique Salon and a permanent ban from using our facilities. Please note that no refunds will be issued for treatments in such cases.