UNBOXIE EXPERIENCES

CUSTOMER TERMS & CONDITIONS

SPA EXPERIENCE BOOKINGS

Thank you for choosing Unboxie! These terms explain what to expect when you book a spa experience through us. Please read them carefully before completing your booking.

1. Your Spa Package and Inclusions

- **Solo Spa Treat – 1 guest:** Swedish or Deep Tissue Massage and Classic Pedicure. Estimated visit duration: under two (2) hours. This package does not include a gift.
- **Couples' Retreat – 2 guests:** Massage for Two and Facial for Two. Facial options are Classic, Deep Cleansing, Brightening or Gentleman Facial. Estimated visit duration: under two (2) hours. A complimentary Unboxie gift package is included.
- **Couples' Luxury Retreat – 2 guests:** Massage for Two, Facial for Two and Exfoliating Body Scrub for Two. Estimated visit duration: under three (3) hours. A complimentary Unboxie gift package is included.
- **Group Spa Day – Classic – 3 to 5 guests:** Swedish or Deep Tissue Massage and Classic Pedicure. Estimated visit duration: under two (2) hours. A complimentary Unboxie gift package is included.
- **Group Spa Day – Glow – 3 to 5 guests:** Swedish or Deep Tissue Massage, Classic Facial and Classic Pedicure. Estimated visit duration: under three (3) hours. A complimentary Unboxie gift package is included.
- Package durations are estimates for the overall visit, not guaranteed treatment times for each individual service. Actual timing may vary depending on group size, treatment sequence, therapist availability and spa operations.
- Please check your selected package and booking confirmation carefully. Only the treatments and items listed for that package are included.

2. Treatment Choices and Appointment Arrangements

- Where a package offers a choice of treatment, such as Swedish or Deep Tissue Massage or a facial option, please provide your selection when booking. Any selection remains subject to confirmation.
- Couples may receive treatments at the same time, subject to therapist and treatment-room availability.
- Group sessions are generally organised in pairs. While one pair receives massages, other guests may begin their other treatments, after which the guests switch. The order of treatments is managed by the spa.
- Because treatments may be scheduled in sequence, members of a group may not receive every treatment at exactly the same time.

3. Booking and Confirmation

- Please submit your spa booking request at least forty-eight (48) hours before your preferred appointment.
- All appointments are subject to availability. Unboxie will check availability and confirm the appointment details with you before requesting payment.
- Once availability has been confirmed, the appointment slot may be held for thirty (30) minutes. Full payment must be completed within this period to secure the booking.
- Your booking is confirmed only after payment has been received and verified and Unboxie has issued written booking confirmation.
- If payment is not completed within the thirty (30)-minute hold period, the appointment slot may be released. Availability must be checked again before a late payment can be accepted.
- Please review your booking confirmation and contact Unboxie promptly if your name, appointment date or time, guest count, treatment choices or package details are incorrect.

4. Arrival and Late Arrivals

- Please arrive on time for your appointment and allow enough time to complete any required registration, health screening and consent forms.
- A fifteen (15)-minute grace period is allowed for late arrivals.
- If you arrive after the grace period, the spa may be able to provide only the treatments that can reasonably fit within the remaining appointment time. Your appointment may not be extended.
- An arrival thirty (30) minutes after the scheduled start time will be treated as a no-show unless you have communicated your lateness beforehand.
- Please contact Unboxie as soon as possible if you expect to be late. Communicating your lateness does not guarantee that all treatments can still be provided.

5. Health Screening, Treatment Consent and Safety

- Before treatment begins, the spa will carry out any required customer registration and health screening, explain the relevant treatments and obtain your consent.
- Please provide complete and accurate information during the spa's health screening and follow the instructions given by the spa's therapists or management.
- The spa may decline, modify or stop a treatment where it reasonably considers this necessary for your safety.
- Please raise any questions or concerns about a treatment with the spa team before the treatment begins. Do not proceed with a treatment unless you understand and consent to it.

6. Gift Packages

- A complimentary Unboxie gift package is included with Couples' Retreat, Couples' Luxury Retreat, Group Spa Day – Classic and Group Spa Day – Glow.
- The Solo Spa Treat does not include a gift.
- Gift contents are determined by Unboxie and may be substituted with items of equal or greater value where necessary.
- Your gift will be handed over during your spa visit. If you have a question about the gift included in your package, please contact Unboxie before your appointment.

7. Cancellations and Refunds

- Please note that customer-cancelled spa sessions are non-refundable under the cancellation policy supplied for this experience.
- If you are unable to attend, contact Unboxie as early as possible. Depending on the timing of your request, you may be eligible to request a reschedule in accordance with Section 8.
- Where rescheduling is not available and you cancel your appointment, the payment is non-refundable.
- Where possible, and subject to availability and your agreement, Unboxie may offer an alternative experience with another Unboxie partner. Any alternative will be proposed as a replacement experience, not a cash refund. If the alternative costs more, you must approve the additional amount before it is confirmed.

8. Rescheduling

- If you request to change your appointment at least forty-eight (48) hours before the scheduled appointment, you may reschedule once without an additional fee, subject to availability.
- Requests made between twenty-four (24) and forty-eight (48) hours before the appointment may be considered, but require the spa's approval. A change is not guaranteed.
- Requests made less than twenty-four (24) hours before the appointment are not guaranteed and may be declined.
- A rescheduled appointment must be used within sixty (60) days of the original appointment date.
- Any further change or extension beyond these conditions requires the spa's approval.

9. If the Spa Cannot Provide Your Confirmed Appointment

- If the spa cannot provide a confirmed experience because of therapist, treatment-room, equipment or facility unavailability, Unboxie will work with the spa to seek a replacement appointment at no additional cost, subject to your availability.
- If you are unable to accept a suitable replacement date, please contact Unboxie. We will discuss the available next steps with the spa and communicate the applicable resolution to you.
- Where an experience has been partly delivered or a material package inclusion cannot be provided, Unboxie will work with the spa to agree an appropriate replacement or other customer remedy, taking the circumstances and applicable law into account.

10. Questions, Complaints and Customer Support

- Unboxie is your main point of contact for booking questions and general experience enquiries. Please use the customer support details provided in your booking confirmation.
- If you have a concern during a treatment or visit, please raise it with the spa team as soon as possible so they can address it at the location.
- Treatment-related complaints may be referred to the spa for investigation. Unboxie will work with the spa to follow up and communicate with you.

11. Customer Information and Privacy

- Information you provide during booking will be shared with the spa only to the extent reasonably required to arrange and deliver your appointment and provide related support.
- The spa may collect information directly from you for registration, health screening, treatment explanations and consent.
- Your information must be handled in accordance with applicable Nigerian data-protection requirements and must not be used for direct marketing without your consent.

12. General

- The package description and booking confirmation state the experience purchased, including its treatments, guest limit, estimated duration, appointment details and gift inclusion where applicable.
- Any service or item not expressly listed in your selected package or booking confirmation is not included.
- These terms apply to spa experiences booked through Unboxie and are governed by the laws of the Federal Republic of Nigeria.

CUSTOMER ACKNOWLEDGEMENT
By completing your booking through Unboxie, you acknowledge that you have read, understood and agreed to these Customer Terms & Conditions.

UNBOXIE EXPERIENCES
Making every experience worth remembering.