



TERMS AND CONDITIONS (MEMBERSHIP PACKAGES)

Thank you for choosing our service.

We would like to bring your attention into the following terms on being our valued customer.

1. Therapies in Membership packages are provided by one therapist, unless it is specified at the time of booking. If you want to have 2 therapists for all your sessions, 20% extra will be thereby charged against the respective package prices.
2. While we will make every effort to meet your request, we cannot guarantee a specific therapist or set of therapists for all your sessions. All therapists in Aurveda are trained well both in Panchakarma and Wellness therapies to ensure the desired results at all times.
3. Payment for membership package is to be made in advance. We accept cash/card/cheque (not post dated) payments at our front office. Aurveda Wellness shall be entitled to terminate the services furnished to the user in case of non-payment or delay in payment. The above terms of payment are clearly understood and read by you while hiring this service from Aurveda wellness centre. Please note that all payments done are NON-REFUNDABLE.
4. Membership Package once purchased for a particular therapy cannot be used for any other product or treatment packages. Package Prices are subject to change without any prior notice. Please check for updates at the reception or in our website www.auraveda.in before booking.
5. All sessions of the package has to be used within the given time period. After that, remaining sessions will be declared as expired and therefore, cannot be used. If in any case you're unable to use the sessions within that allocated time period, you're requested to write to us at info@auraveda.in providing genuine reason for it.
6. Advance reservations are recommended (at least 24 hours gap) as appointments are subject to availability of the slots, especially if you want your slot in weekends.
7. Please call us 24 hours prior in case you wish to reschedule your appointment or you want to cancel it. This will enable us to offer services to guests who have been otherwise placed on waiting for that time slot.
8. Before booking a slot, please keep in your mind that these therapies are not allowed to do if you are having fever or cold and women cannot have a full body treatment at the time of their menstruation and in early stages of pregnancies.
9. Give the therapists, feedback as to your comfort and inform them of any tension or injuries that you may have. If you feel any discomfort during your session, it should be immediately brought to the notice of the Panchakarma technician or the Ayurvedic physician to address the problem.
10. **Please understand that arriving late may limit the time available for your treatment, thus lessening its effectiveness and your pleasure. So your timely arrival is appreciated.**
11. Aurveda wellness center reserves the right to cancel or reschedule any appointment in case of any emergency and will be duly intimated to the customer without much delay.
12. We request no jewellery to be worn during your visit for a therapy. Aurveda Wellness centre accept no responsibility for the safety of money and valuables of any kind brought to the Centre.