



TERMS AND CONDITIONS (TREATMENT PACKAGES)

Your well-being is of utmost importance to us and staff at Aurveda Wellness will always look forward to deliver you the best of its kind.

1. You are required to fill and sign the **consent form**, before commencement of your treatment course.
2. If you feel any discomfort, during your treatment session that should be immediately brought to the notice of the Panchakarma technician or the Ayurvedic physician to address the problem.
3. You are supposed to share all information regarding your medical condition and not to hold back any information that may be useful for our treatments.
4. While we will make every effort to meet your requests, we cannot guarantee a specific therapist or a set of therapists for all your treatment sessions. All therapists at Aurveda wellness are trained well both in Panchakarma and Wellness therapies to ensure the desired results at all times.
5. **For Ladies:** Please know that during the first three days of menses, an intermission is taken from full-body external treatments. During this time, a woman's body is engaged in its own healing and purification process. Certain therapies will continue during menses, depending as always on the needs of the patient. Allowing time for the body's natural state does not pose any impediment to the effectiveness of traditional Ayurvedic treatments.
6. Package once purchased for a particular treatment course cannot be used for any other product / service / treatment.
7. You are supposed to strictly follow all the advices given by our physicians during the course of your therapy and any deviation from that can affect the effectiveness of the therapy. The physician or the centre cannot be held responsible in this regard. You are required to follow the advices given by our physicians, even after completing the course of our treatment, for the specified period of time. You should have a clear understanding about this.
8. 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.
9. Please understand that arriving late may limit the time available for your treatment, thus lessening its effectiveness. So your timely arrival is appreciated for all your treatment sessions.
10. Aurveda wellness center reserves the right to cancel or reschedule any appointment in case of any emergency.
11. A prior booking and scheduling needs to be done for every treatment session to avoid disappointments and confusion. Please coordinate with the reception after the payment to have timings for all your treatment sessions.
12. Cancellations of appointments must be made by 6pm, One day before the date of your scheduled appointment. This will enable us to offer services to guests who have been otherwise placed on waiting, for that time slot. Same day cancellations will be charged 50% of the scheduled service price. Booking, appointments, & changes are only subject to availability
13. Payment for treatment packages are made to be in advance and are NON-REFUNDABLE. Aurveda Wellness centre shall be entitled to terminate the services furnished to the user in case of non-payment or delay in payment. Payments can be made by card / cash / cheque (not post dated) at our front office as per the scheduled therapy time. The above terms of payment are clearly understood and read by you, while hiring this service of Aurveda wellness centre.
14. 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.