

# TERMS AND CONDITIONS FOR GLOW BIZ

Last Updated: February 06, 2026

Welcome to **Glow Biz**. These Terms and Conditions govern your use of our salon and spa management platform. By accessing our app, you agree to these terms in full.

## 1. SERVICES & BOOKINGS

- **Appointment Scheduling:** Users may book services through the Glow Biz app based on real-time availability.
- **Cancellations:** Cancellations must be made at least 24 hours prior to the appointment. Failure to do so may result in a cancellation fee.
- **No-Show Policy:** If a user fails to arrive for a booked appointment, the full service fee may be charged to their wallet.

## 2. WALLET & PAYMENTS

- **Wallet Balance:** Users are responsible for maintaining a sufficient balance in their Glow Biz wallet to cover booked services.
- **Payment Security:** All transactions are processed through secure encrypted gateways.
- **Refunds:** Refunds for services rendered are at the sole discretion of the specific salon partner. Wallet top-ups are non-refundable.

## 3. USER CONDUCT

- **Account Security:** You are responsible for maintaining the confidentiality of your account credentials.
- **Accurate Information:** You agree to provide true, current, and complete information during the registration and booking process.

## 4. PRIVACY & DATA

- **Data Usage:** Your personal information is handled in accordance with our **Privacy Policy**.
- **Communication:** By using the app, you consent to receive appointment reminders and promotional offers via SMS or email.

## 5. LIMITATION OF LIABILITY

- Glow Biz acts as a facilitator between users and salon partners. We are not liable for the quality of the physical services provided by independent salon staff.
- We are not responsible for any lost or stolen items at partner salon locations.

## 6. AMENDMENTS

- Glow Biz reserves the right to modify these terms at any time. Continued use of the platform after changes constitutes acceptance of the new terms.
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