

# Privacy Policy

We are committed to maintaining the accuracy, confidentiality, and security of your personally identifiable information (“Personal Information”). As part of this commitment, our privacy policy governs our actions as they relate to the collection, use and disclosure of Personal Information.

## **1. Introduction**

We are responsible for maintaining and protecting the Personal Information under our control. We have designated an individual or individuals who is/are responsible for compliance with our privacy policy.

## **2. Identifying Purposes**

We collect, use and disclose Personal Information to provide you with the product or service you have requested and to offer you additional products and services we believe you might be interested in. The purposes for which we collect Personal Information will be identified before or at the time we collect the information. In certain circumstances, the purposes for which information is collected may be clear, and consent may be implied, such as where your name, address and payment information is provided as part of the order process.

## **3. Consent**

Knowledge and consent are required for the collection, use or disclosure of Personal Information except where required or permitted by law. Providing us with your Personal Information is always your choice. However, your decision not to provide certain information may limit our ability to provide you with our products or services. We will not require you to consent to the collection, use, or disclosure of information as a condition to the supply of a product or service, except as required to be able to supply the product or service.

## **4. Limiting Collection**

The Personal Information collected will be limited to those details necessary for the purposes identified by us. With your consent, we may collect Personal Information from you in person, over the telephone or by corresponding with you via mail, facsimile, or the Internet.

## **5. Limiting Use, Disclosure and Retention**

Personal Information may only be used or disclosed for the purpose for which it was collected unless you have otherwise consented, or when it is required or permitted by law. Personal Information will only be retained for the period of time required to fulfil the purpose for which we collected it or as may be required by law.

## **6. Accuracy**

Personal Information will be maintained in as accurate, complete and up-to-date form as is necessary to fulfil the purposes for which it is to be used.

## **7. Safeguarding Customer Information**

Personal Information will be protected by security safeguards that are appropriate to the sensitivity level of the information. We take all reasonable precautions to protect your Personal Information from any loss or unauthorized use, access or disclosure.

## **8. Openness**

We will make information available to you about our policies and practices with respect to the management of your Personal Information.

## **9. Customer Access**

Upon request, you will be informed of the existence, use and disclosure of your Personal Information, and will be given access to it. You may verify the accuracy and completeness of your Personal Information, and may request that it be amended, if appropriate. However, in certain circumstances permitted by law, we will not disclose certain information to you. For example, we may not disclose information relating to you if other individuals are referenced or if there are legal, security or commercial proprietary restrictions.

## **10. Handling Customer Complaints and Suggestions**

You may direct any questions or enquiries with respect to our privacy policy or our practices by

### **Contacting:**

#### **Fortune 9 Spa,**

Plot No. 130 & 133, 4th Floor, Above Dantam Dental,  
Opp: Karachi Bakery Botanical Garden, Masjid Banda Rd,  
Kondapur, Hyderabad, Telangana 500084

### **Additional Information**

#### **Cookies**

A cookie is a small computer file or piece of information that may be stored in your computer's hard drive when you visit our websites. We may use cookies to improve our website's functionality and, in some cases, to provide visitors with a customized online experience.

Cookies are widely used and most web browsers are configured initially to accept cookies automatically. You may change your Internet browser settings to prevent your computer from accepting cookies or to notify you when you receive a cookie so that you may decline its acceptance. Please note, however, if you disable cookies, you may not experience optimal performance of our website.

#### **Other Websites**

Our website may contain links to other third-party sites that are not governed by this privacy policy. Although we endeavour to only link to sites with high privacy standards, our privacy policy will no longer apply once you leave our website. Additionally, we are not responsible for the privacy practices employed by third party websites. Therefore, we suggest that you examine the privacy statements of those sites to learn how your information may be collected, used, shared and disclosed.

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## **Terms of Use**

### **1. Introduction**

This website is operated by Fortune 9 Spa. The terms “we”, “us”, and “our” refer to Fortune 9 Spa. The use of our website is subject to the following terms and conditions of use, as amended from time to time (the “Terms”). The Terms are to be read together by you with any terms, conditions or disclaimers provided in the pages of our website. Please review the Terms carefully. The Terms apply to all users of our website, including without limitation, users who are browsers, customers, merchants, vendors and/or contributors of content. If you access and use this website, you accept and agree to be bound by and comply with the Terms and our Privacy Policy. If you do not agree to the Terms or our Privacy Policy, you are not authorized to access our website, use any of our website’s services or place an order on our website.

### **2. Use of our Website**

You agree to use our website for legitimate purposes and not for any illegal or unauthorized purpose, including without limitation, in violation of any intellectual property or privacy law. By agreeing to the Terms, you represent and warrant that you are at least the age of majority in your state or province of residence and are legally capable of entering into a binding contract.

You agree to not use our website to conduct any activity that would constitute a civil or criminal offence or violate any law. You agree not to attempt to interfere with our website’s network or security features or to gain unauthorized access to our systems.

You agree to provide us with accurate personal information, such as your email address, mailing address and other contact details in order to complete your order or contact you as needed. You agree to promptly update your account and information. You authorize us to collect and use this information to contact you in accordance with our Privacy Policy.

### **3. General Conditions**

We reserve the right to refuse service to anyone, at any time, for any reason. We reserve the right to make any modifications to the website, including terminating, changing, suspending or discontinuing any aspect of the website at any time, without notice. We may impose additional rules or limits on the use of our website. You agree to review the Terms regularly and your continued access or use of our website will mean that you agree to any changes.

You agree that we will not be liable to you or any third party for any modification, suspension or discontinuance of our website or for any service, content, feature or product offered through our website.

#### **4. Products or Services**

All purchases through our website are subject to product availability. We may, in our sole discretion, limit or cancel the quantities offered on our website or limit the sales of our products or services to any person, household, Hyderabad jurisdiction.

Prices for our products are subject to change, without notice. Unless otherwise indicated, prices displayed on our website are quoted in Indian Rupees.

We reserve the right, in our sole discretion, to refuse orders, including without limitation, orders that appear to be placed by distributors or resellers. If we believe that you have made a false or fraudulent order, we will be entitled to cancel the order and inform the relevant authorities.

We do not guarantee the accuracy of the colour or design of the products on our website. We have made efforts to ensure the colour and design of our products are displayed as accurately as possible on our website.

#### **5. Links to Third-Party Websites**

Links from or to websites outside our website are meant for convenience only. We do not review, endorse, approve or control, and are not responsible for any sites linked from or to our website, the content of those sites, the third parties named therein, or their products and services. Linking to any other site is at your sole risk and we will not be responsible or liable for any damages in connection with linking. Links to downloadable software sites are for convenience only and we are not responsible or liable for any difficulties or consequences associated with downloading the software. Use of any downloaded software is governed by the terms of the license agreement, if any, which accompanies or is provided with the software.

#### **6. Use Comments, Feedback, and Other Submissions**

You acknowledge that you are responsible for the information, profiles, opinions, messages, comments and any other content (collectively, the "Content") that you post, distribute or share on or through our website or services available in connection with our website. You further acknowledge that you have full responsibility for the Content, including but limited to, with respect to its legality, and its trademark, copyright and other intellectual property ownership.

You agree that any Content submitted by you in response to a request by us for a specific submission may be edited, adapted, modified, recreated, published, or distributed by us. You further agree that we are under no obligation to maintain any Content in confidence, to pay compensation for any Content or to respond to any Content.

You agree that you will not post, distribute or share any Content on our website that is protected by copyright, trademark, patent or any other proprietary right without the express consent of the owner of such proprietary right. You further agree that your Content will not be unlawful, abusive or obscene nor will it contain any malware or computer virus that could affect our website's operations. You will be solely liable for any Content that you make and its accuracy. We have no responsibility and assume no liability for any Content posted by you or any third-party.

We reserve the right to terminate your ability to post on our website and to remove and/or delete any Content that we deem objectionable. You consent to such removal and/or deletion and waive any claim against us for the removal and/or deletion of your Content.

## **7. Your Personal Information**

Please see our Privacy Policy to learn about how we collect, use, and share your personal information.

## **8. Errors and Omissions**

Please note that our website may contain typographical errors or inaccuracies and may not be complete or current. We reserve the right to correct any errors, inaccuracies or omissions and to change or update information at any time, without prior notice (including after an order has been submitted). Such errors, inaccuracies or omissions may relate to product description, pricing, promotion and availability and we reserve the right to cancel or refuse any order placed based on incorrect pricing or availability information, to the extent permitted by applicable law.

We do not undertake to update, modify or clarify information on our website, except as required by law.

## **9. Disclaimer and Limitation of Liability**

You assume all responsibility and risk with respect to your use of our website, which is provided "as is" without warranties, representations or conditions of any kind, either express or implied, with regard to information accessed from or via our website, including without limitation, all content and materials, and functions and services provided on our

website, all of which are provided without warranty of any kind, including but not limited to warranties concerning the availability, accuracy, completeness or usefulness of content or information, uninterrupted access, and any warranties of title, non-infringement, merchantability or fitness for a particular purpose. We do not warrant that our website or its functioning or the content and material of the services made available thereby will be timely, secure, uninterrupted or error-free, that defects will be corrected, or that our websites or the servers that make our website available are free of viruses or other harmful components.

The use of our website is at your sole risk and you assume full responsibility for any costs associated with your use of our website. We will not be liable for any damages of any kind related to the use of our website.

In no event will we, or our affiliates, our or their respective content or service providers, or any of our or their respective directors, officers, agents, contractors, suppliers or employees be liable to you for any direct, indirect, special, incidental, consequential, exemplary or punitive damages, losses or causes of action, or lost revenue, lost profits, lost business or sales, or any other type of damage, whether based in contract or tort (including negligence), strict liability or otherwise, arising from your use of, or the inability to use, or the performance of, our website or the content or material or functionality through our website, even if we are advised of the possibility of such damages.

Certain jurisdictions do not allow limitation of liability or the exclusion or limitation of certain damages. In such jurisdictions, some or all of the above disclaimers, exclusions, or limitations, may not apply to you and our liability will be limited to the maximum extent permitted by law.

## **10. Indemnification**

You agree to defend and indemnify us, and hold us and our affiliates harmless,, and our and their respective directors, officers, agents, contractors, and employees against any losses, liabilities, claims, expenses (including legal fees) in any way arising from, related to or in connection with your use of our website, your violation of the Terms, or the posting or transmission of any materials on or through the website by you, including but not limited to, any third party claim that any information or materials provided by you infringe upon any third party proprietary rights.

## **11. Entire Agreement**

The Terms and any documents expressly referred to in them represent the entire agreement between you and us in relation to the subject matter of the Terms and supersede any prior agreement, understanding or arrangement between you and us, whether oral or in writing. Both you and we acknowledge that, in entering into these Terms, neither you nor we have relied on any representation, undertaking or promise given by the other or implied from

anything said or written between you and us prior to such Terms, except as expressly stated in the Terms.

## **12. Waiver**

Our failure to exercise or enforce any right or provision of the Terms will not constitute a waiver of such right or provision. A waiver by us of any default will not constitute a waiver of any subsequent default. No waiver by us is effective unless it is communicated to you in writing.

## **13. Headings**

Any headings and titles herein are for convenience only.

## **14. Severability**

If any of the provisions of the Terms are determined by any competent authority to be invalid, unlawful or unenforceable, such provision will to that extent be severed from the remaining Terms, which will continue to be valid and enforceable to the fullest extent permitted by law.

## **15. Governing Law**

Any disputes arising out of or relating to the Terms, the Privacy Policy, use of our website, or our products or services offered on our website will be resolved in accordance with the laws of the Hyderabad India without regard to its conflict of law rules. Any disputes, actions or proceedings relating to the Terms or your access to or use of our website must be brought before the courts of the Hyderabad India. Fortune 9 Spa and you irrevocably consent to the exclusive Hyderabad jurisdiction and venue of such courts.

## **16. Questions or Concerns**

Please send all questions, comments and feedback to us at [info@antrawellness.com](mailto:info@antrawellness.com)

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## **Spa Etiquette**

Our entire team of spa professionals at The Fortune 9 Spa is committed to providing you with first-class service and treatments, leaving your mind and body with an experience of relaxation, rejuvenation and renewal. The following policies are intended to help us deliver on our commitment and to provide a uniform and enhanced experience to all our spa guests.

### **APPOINTMENT RESERVATIONS**

A valid major credit card will be required to confirm your reservation. Gift Certificates may also be used in lieu of a credit card to confirm your appointment. Details of our cancellation policy are provided below.

A 25% deposit is required on all group reservations of 5 or more people.

We suggest you make your reservations at least 2 weeks in advance to secure the best available dates and times.

### **SPA ETIQUETTE**

Please arrive at least 15 minutes prior to your scheduled appointment time. Depending on your service a health history form may require completion & review by our spa professional.

As a courtesy to all spa guests and for your enjoyment & relaxation, we prohibit the use of cell phones in the Spa area. We kindly ask that you please turn all cell phones to silent, or off, upon entering the spa.

Please be conscious of the quiet Spa environment while conversing / socializing with friends throughout the spa.

For the enjoyment of all spa guests and to maintain a serene, calm and relaxing environment, children are not allowed in treatment rooms/areas. Guests with young children are asked to find appropriate care for their little ones during their appointment times.

Should you arrive late for your scheduled treatment, our spa professionals will make every effort to accommodate your service, without interfering with the next scheduled guest. We understand that sometimes being late is unavoidable, however, depending on your circumstance, late arrivals may result in a shortened appointment so that the next guest will not be delayed, and the full value of your treatment will be applied.

## **CANCELLATION POLICY AND FEES**

We value your business and ask that you respect our cancellation policies. Please understand that your service and room is specifically booked for you and service technicians are scheduled for your specific appointment. Due to compensation of loss wages and staff re-scheduling we must strictly adhere to this cancellation policy.

We require a minimum of 24 hours cancellation notice for any single service and 48 hours for any booking of multiple services including group bookings and spa packages.

Cancellation fee: If we do not receive appropriate notice as outlined above, a cancellation fee of 50% of total services will be charged to the credit card or deducted from the value gift certificate. No show appointments will be charged the full cost of services on the credit card or gift certificate will be considered fully redeemed and become null and void. The 25% deposit made on group bookings will become non-refundable if not cancelled without minimum notice.

When you schedule your appointment with us, you are agreeing to these policies. You will not be billed unless there is a cancellation or no show. Upon checkout, guests may choose their method of payment.

## **GIFT CERTIFICATES**

Gift certificates are available for every occasion and person for individual spa services, day packages, or for any dollar amount. For your convenience they can be purchased in person, or over the phone, or online and delivered anywhere.

You may use the dollar value of our gift certificate towards any of our products or services; however, they cannot be redeemed for cash. Remainders on gift certificates can be applied to future appointments or used to purchase products. Gift certificates do not include gratuities and cannot be used for this purpose.

Gift certificates cannot be returned, are non-refundable and cannot be redeemed as cash or have no cash value. Gift Certificates must be mentioned when making your appointment.

## **REFUND POLICY**

All service sales and gift certificate sales are final. Unfortunately, we cannot provide cash refunds for returned products.

Refunds will be issued in spa credit only to be used on any other products or spa services available here at The Antra Wellness Spa.

**PRICES AND SERVICES**

Prices and services are subject to change without notice. We will do our best to keep our clients up to date on any changes that may occur but encourage all clients to inquire about pricing and available services when booking your appointment. Taxes and gratuities are not included in prices. Spa specials and promotions cannot be used in combination with any other offer, promotions or third-party gift certificates.

**MINIMUM AGE REQUIREMENTS**

We welcome legal age years and below 60 Years older to enjoy our spa services.