

Refund and Cancellation Policy for your salon booking platform can be crafted to align with government regulations and best practices while ensuring clarity and legal strength. Here's a draft of a strong, legally sound Refund and Cancellation Policy for Parluxe (your salon platform). This policy is designed to comply with local business and consumer protection laws:

Refund & Cancellation Policy

This Refund & Cancellation Policy is applicable to all bookings made through Parluxe (Website/App), provided by Blish Hotel and Hostel (OPC) Pvt. Ltd. By using the Parluxe platform, you agree to the following terms and conditions regarding cancellations, refunds, and related procedures.

1. General Terms for Refunds and Cancellations

Parluxe provides users with the facility to book salon services online. However, Parluxe's role is limited to facilitating the booking process. Salons listed on the platform are independent businesses, and the services they offer are subject to their individual policies.

Refund Eligibility:

Refunds will be provided only in the following circumstances:

Cancellation by Salon: If the salon is unable to provide the booked service for any reason, users will be entitled to a full refund.

Service Denial: If a confirmed booking is canceled by the salon on the day of the appointment, the user will receive a full refund.

Non-availability of Service: If the salon fails to provide the service at the time booked by the user, the user will be entitled to a refund of the booking amount.

Refund Procedure: Refunds will be processed via the same payment method used for the booking. The refund will be credited within 7-14 business days after confirmation.

2. User-Cancellation Policy

Users may cancel their appointments as per the following conditions:

Cancellation Before 24 Hours:

Users can cancel the booking at any time before 24 hours of the scheduled appointment and receive a full refund.

Cancellation Within 24 Hours of Appointment:

If a user cancels within 24 hours of the scheduled appointment, no refund will be issued. Parluxe reserves the right to charge a cancellation fee of 10% of the total booking amount.

No Show:

If the user does not arrive at the salon on time, no refund will be provided. The booking amount will be forfeited.

Emergency Situations:

In case of an emergency, such as sudden illness or unavoidable circumstances, users may request a refund if they provide valid documentation (e.g., medical certificate). Refunds will be at the sole discretion of Parluxe.

3. Salon Responsibility and Liability

Salons listed on the platform are required to honor all bookings and provide services as described. Salons must maintain high standards of service quality and hygiene as per The Drugs and Cosmetics Act, 1940, and other applicable state/local regulations. In the case of non-compliance with government guidelines or providing unsatisfactory services, Parluxe holds the right to remove the salon from the platform and initiate a refund to the user.

4. Special Events and Price Surge

During special events such as weddings, festivals, or peak seasons, prices for services may be subject to increase.

Users will be notified about any price surge before confirming their booking.

Users will be allowed to lock the price at the time of booking, preventing any increase in charges if the booking is confirmed before the surge.

5. Refund Disputes

In case of a dispute over a refund, the user must contact Parluxe within 7 days from the date of the scheduled appointment. Parluxe will review the case, and a resolution will be provided within 14 business days. If the matter cannot be resolved through Parluxe's internal process, both parties may approach the Consumer Court for further resolution.

6. Governing Law and Jurisdiction

This Refund and Cancellation Policy will be governed by the laws of India. Any disputes arising out of or in connection with this policy shall be subject to the exclusive jurisdiction of the courts in Hazaribagh, Jharkhand, India.

Important Notes for Users:

1. **Right to Modify:** Parluxe reserves the right to modify, change, or update this Refund and Cancellation Policy at any time without prior notice. Users will be notified of such changes via email or notifications within the platform.

2. Local Regulations Compliance: Parluxo, along with its salon partners, adheres to all relevant local, state, and national regulations, including The Consumer Protection Act, 2019 (India) and The Shops and Establishment Act, Jharkhand, as applicable to the beauty industry.

This Refund & Cancellation Policy complies with Indian consumer protection laws and ensures a fair process for users while safeguarding your platform and salon partners. You can now use this as a template for your platform, ensuring it aligns with your operational model.