

**TERMS AND CONDITIONS FOR POSTNATAL MASSAGE SERVICES
POSTNATAL MASSAGE SINGAPORE PTE LTD**

(Business registration number: 201412275C)

1. Appointment of Services

- 1.1. The Client hereby appoints Postnatal Massage Singapore Pte Ltd (PNSG) to secure the services of a Massage Therapist (MT) for a contract of services with the terms and conditions that appear below.
- 1.2. The period of this contract of services shall be from the date this agreement is received to the last session of the services provided.
- 1.3. Please note that the service can only be activated **after 17 April 2025**.
- 1.4. The freebies will only be delivered to the Client **2 to 3 weeks after service activation**.
- 1.5. The freebies penalty for **1 Velcro Binder** is **\$40.00**.

2. Estimated Date of Delivery

- 2.1. Client/Spouse's estimated date of delivery (EDD) of the newborn is **stated in the "Estimated Delivery Date (EDD)" in the Booking Form**.

3. Duration of Massage Services Provided

- 3.1. Total sessions of massage included in Client's package is as stated under **"Description" and "Sessions" in this invoice**.
- 3.2. Premium Postnatal Massage sessions will be scheduled a session a day upon the commencement of the first massage session consecutively. Do take note that **no massage session will be conducted on weekends and public holidays** unless otherwise stated.
- 3.3. Massage services will commence as per below:
 - 3.3.1. Premium Postnatal Massage services will commence any time **after 5 days** from the delivery date in the event whereby the delivery mode of the Client is a **normal delivery**.
 - 3.3.2. Premium Postnatal Massage services will commence any time **after 21 days** from the delivery date in the event whereby the Client has to undergo a **caesarean delivery**.
- 3.4. **For Premium Postnatal Massage, upon admission to the hospital, the Client is required to send an SMS/ WhatsApp to PNSG at +65 8860 9358 in order for us to have the MT on standby.**
(Do quote us your reference number, mode of delivery, and delivery date when you send the SMS / WhatsApp).

4. Fee Payment

- 4.1. The package price, deposit, and balance payment mentioned in 3.1 will be as below:

Massage Package	Sessions	Package Price	Deposit	Balance
Premium Postnatal Massage (Portable massage bed will be prepared)	10 sessions	\$1,640.00	\$200.00	\$1,440.00

*Prices are subject to changes

4.2. Premium Postnatal Massage, the rates of the bathing herbs add-on will be as follows:

Bathing Herbs Add-On	1 set	\$85.00	30 days
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*Prices are subject to changes

4.3. In consideration of the services to be provided by PNSG, the Client shall make payments as follows:

4.3.1. At booking, the Client must pay the deposit for the package stated in 4.1 and the full amount for the add-on product listed in 4.2. The balance payment for the package in 4.1 must be completed via **bank transfer before** the second massage session. Details on deposit and balance amounts can be found in Table 4.1.

4.4. The price of our massage packages and bathing herbs are subject to changes.

5. Extension

5.1. Extension of Premium Postnatal Massage is **subject to PNSG's approval**.

5.2. You undertake to inform and seek our approval should you wish to extend the prenatal or postnatal massage services beyond the agreed number of sessions. You also undertake not to liaise directly with the therapist for any such extension. You hereby fully indemnify us for any and all losses suffered by us in respect of your undertaking.

5.3. Fees payable for an extension is as per below:

5.3.1. For an extension of service(s), each session will be based on a prorated amount of the selected package, excluding any promotions or discounts.

6. Validity of Service

6.1. Service must be utilised within 6 months from the date stipulated in 2.1.

6.1.1. Failure to utilise service within the stipulated period will result in forfeiture of deposit.

6.2. No delivery areas: This massage service and bathing herbs add-on does not deliver to Tuas and Sentosa areas.

7. Termination and Refund

7.1. For the Massage Service

7.1.1. If the Client intends to terminate this agreement under any circumstances, he/ she has to inform PNSG in writing. Refund or payment required as per below:

Circumstances	Amount Refundable
Due to medical reasons with doctor's certification	Refund of all deposits paid excluding an administrative fee of \$50.
After utilising the massage trial session	All deposits paid are non-refundable.
After the commencement of Premium Postnatal Massage sessions	All deposits paid are non-refundable and the balance paid up will be prorated and refunded accordingly.

7.2. For Bathing Herbs Add-on (For Premium Postnatal Massage Only)

- 7.2.1. The bathing herbs add-on can be cancelled and requested for a refund before delivery.
- 7.2.2. The bathing herbs add-on is independent of the massage services provided by PNSG and will not be affected if the massage services are terminated by the Client.
- 7.2.3. The bathing herbs add-on is non-refundable once the Clients receive the bathing herbs.

8. Damage or Loss of The Massage Bed

8.1. In the event of damage or loss of the massage bed due to the Client's misuse or negligence, a penalty charge of \$100 will be imposed on the Client.

9. Force Majeure

9.1. In the event the service cannot be applied to the Client due to uncontrollable external circumstances and/ or following government orders, PNSG will apply the following:

Massage Type	Circumstances	Solutions
Premium Postnatal Massage	If the circumstances mentioned above happen before or after the service	The service commencement date will be postponed but still within up to 6

	starts.	months after EDD.
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10. Waiver of Liability

10.1. The Client wishes to utilise the service and facilities of PNSG and the Client hereby absolutely and irrecoverably releases PNSG, its employees, representatives, agents or assignees from any claims, legal or otherwise, from accidents, injuries, outcome, or losses that may occur as a result of the Client's participation in any treatments. The Client acknowledges that the Client has read the Waiver of Liability carefully and understood its meaning and the Client is voluntarily releasing the above-named parties from all liabilities arising out of the Client's utilisation of any massage treatments.

By clicking I agree, you wish to receive marketing information and gifts from Post Natal Massage Singapore Pte Ltd and agree to the collection, use, and disclosure of your personal data for such marketing by PNSG and its authorised partners. If you wish to stop receiving marketing information, please inform by emailing or calling us. I hereby agree and acknowledge that I have read, understood, and agreed to all the terms and conditions stated.