



Beauty Stations Terms of Service - Summary

Hi!

We are **Beauty Stations**. We have worked hard to make our **Terms and Conditions (Terms of Service)** clear and easy to understand. We have summarized the key points of our Terms of Service below. However, you should also read the full version that follows.

- **Beauty Stations Platform:** Beauty Stations provides **beautystations.net** and the Beauty Stations mobile application (together, the “**Beauty Stations Platform**”), which allows you to discover and book online with, or purchase products from, beauty salons, spas, clinics, beauticians, makeup artists, wellness providers, and other participating businesses. You can book or purchase services and products offered by these businesses (“**Partner Services**”) by making an appointment or placing an order through the Beauty Stations Platform.
- **Partner Services:** The Partner Services you book or purchase through Beauty Stations are provided and sold by our Partners and not directly by Beauty Stations. Beauty Stations acts as a technology and marketplace platform that facilitates the discovery, booking, ordering, and payment process between you and the relevant Partner.
- **Payments:** If you pay for Partner Services using Beauty Stations payment services, Beauty Stations may collect and receive your payment on behalf of the relevant Partner. Once the payment has been successfully received, your payment obligation to the Partner for the applicable Partner Services will be considered satisfied, subject to the applicable cancellation and refund terms.
- **Contract with the Partner:** The contract for the provision of Partner Services is directly between you and the relevant Partner. Beauty Stations is not responsible for the Partner Services provided by our Partners, including their quality, availability, performance, or results, except where otherwise required by applicable law.
- **Customer Support:** We want you to have a positive experience with Beauty Stations. If you are not satisfied with a Partner, service, appointment, order, or transaction, you can contact Beauty Stations Customer Support. We will review your concern and, where possible, assist you or facilitate communication with the relevant Partner.



Important: This summary is provided for convenience only and does not replace the full Beauty Stations Terms of Service. In the event of any conflict between this summary and the full Terms of Service, the full Terms of Service will prevail.

- **Partner Contract:** If you make an Appointment or place an Order through the Beauty Stations Platform, you agree to enter into a **Partner Contract** (including any applicable Partner Terms of Sale) directly with the relevant Partner. **Beauty Stations is not a party to this agreement.** Please carefully review all details, terms, conditions, and any restrictions relating to an Appointment or Order before confirming your booking or purchase.
- **Account Suspension or Deactivation:** Beauty Stations may suspend or deactivate your Beauty Stations Account if you breach any part of these Terms of Service or our applicable Terms of Use, or if you act in a way that is inappropriate, abusive, threatening, or otherwise unacceptable towards a Partner, Beauty Stations, or any member of our staff.
- **Rescheduling, Cancellation, Returns, and Exchanges:** If you would like to reschedule or cancel an Appointment or Order, or return or exchange a Product, you should first review these Terms of Service and the applicable Partner Contract to determine whether the requested action is permitted. Where permitted, you may submit your request through any of the following channels:
 - submitting a request through the **Beauty Stations Platform**;
 - contacting the relevant Partner directly by email or telephone; or
 - contacting the **Beauty Stations Support Team** at support@beautystations.net.
- **Customer Support:** If you have any questions, concerns, or require assistance regarding the Beauty Stations Platform, an Appointment, an Order, a Partner, or any other matter related to our services, please contact our support team at support@beautystations.net. We will be happy to assist you and, where appropriate, help facilitate communication with the relevant Partner.



Beauty Stations Terms of Service - Full Version

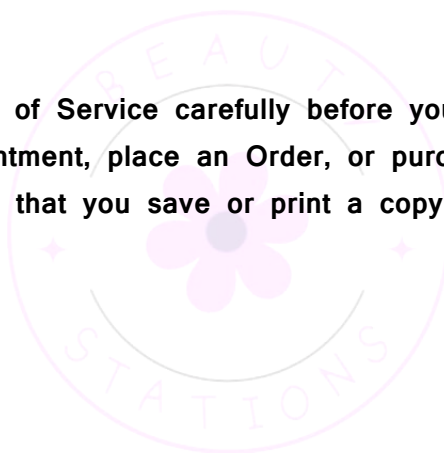
We are **Beauty Stations**, the operator of **beautystations.net** and the Beauty Stations mobile application and related services (collectively, “**Beauty Stations**”, “**we**”, “**us**”, and “**our**”).

Beauty Stations is operated by **Rahhal Company for Platform and Application Management**, a company incorporated and registered in **Saudi Arabia** under company number **7053098286**, with its registered office at **Riyadh - 8223 Al-Sulai District - Lane 64 - Building No. 3951**.

Our VAT/Tax Registration Number is **314508766100003**, where applicable.

These Terms of Service and Conditions (“**Terms of Service**”) constitute an agreement between you and Beauty Stations governing your use of the Beauty Stations Platform.

Please read these Terms of Service carefully before you use the Beauty Stations Platform, make an Appointment, place an Order, or purchase any Partner Services or Products. We recommend that you save or print a copy of these Terms of Service for future reference.





We reserve the right to change or update these Terms of Service from time to time by publishing the revised version on this page. Any changes will apply to your next Appointment or Order, so we recommend that you check this page regularly.

If you do not agree with any changes to these Terms of Service, you should not make any further Appointment or Order through the Beauty Stations Platform.

Your use of the Beauty Stations Platform is also subject to our **Terms of Use**. We describe how we collect, use, store, and protect your personal information in our **Privacy Policy**.

Key Terms

When we use capitalised words or phrases in these Terms of Service, they have the following meanings:

“Appointment” means any appointment booking made through the Beauty Stations Platform for one or more services offered by a Partner, including any Appointment that is subsequently updated, rescheduled, or cancelled.

“Cancellation Policy” means a policy included in the applicable Partner Terms of Sale under which a Partner may charge you, through the Beauty Stations Payment Services, a cancellation fee for a cancelled Appointment. The cancellation fee may be up to 100% of the value of the Appointment, depending on the Partner's applicable policy.

“Client” and **“you”** means you, the user of the Beauty Stations Services or the purchaser of any Partner Services or Products.

“Confirmation” means a written confirmation provided to you by Beauty Stations regarding an Appointment or Order, whether delivered by email, notification, or through the Beauty Stations Platform.

“Deposit Policy” means a policy included in the applicable Partner Terms of Sale under which a Partner may require you to pay a deposit or purchase a Partner Credit through the Beauty Stations Payment Services when making an Appointment.

“Beauty Stations Account” means an account that you create on the Beauty Stations Platform, which may contain information such as your name, contact details, Appointment history, Order history, and other information required to provide the Beauty Stations Services.



“Beauty Stations Appointment Services” means all appointment-related services provided through the Beauty Stations Platform, including creating, confirming, updating, rescheduling, and cancelling Appointments.

“Beauty Stations Platform” means **beautystations.net**, the Beauty Stations mobile application, and any other websites, applications, digital platforms, or services operated by Beauty Stations through which users can access Beauty Stations Services.

“Partner” means a beauty salon, spa, clinic, beautician, makeup artist, wellness provider, or other participating business that offers Services or Products through the Beauty Stations Platform.

“Partner Services” means the beauty, wellness, salon, clinic, or other services provided by a Partner and booked through the Beauty Stations Platform.

“Product” means any product or item offered for sale by a Partner through the Beauty Stations Platform.

“Order” means a request made by you through the Beauty Stations Platform to purchase Products or other services offered by a Partner.

“Partner Terms of Sale” means the terms and conditions applicable to the Services or Products offered by a particular Partner, including pricing, cancellation, deposit, refund, return, exchange, and other applicable conditions.

“Beauty Stations Payment Services” means the payment processing and related payment services made available through the Beauty Stations Platform for payments relating to Appointments, Orders, Products, or Partner Services.

We reserve the right to modify these Terms of Service from time to time by updating them on this page. Any changes will apply to your next Appointment or Order. Therefore, please review this page regularly to stay informed of any updates. If you do not agree to any changes, you should not make an Appointment or place an Order.

Your use of our Site is also subject to our **Terms of Use**. Our **Privacy Policy** explains how we collect, use, and protect your personal information.



Key Terms

When we use capitalized words or phrases in these Terms of Service, they have the meanings set out below:

- **“Appointment”** means any booking made through the **Beauty Stations Platform** for one or more beauty, wellness, personal care, salon, spa, aesthetic, or related services provided by a Partner, including any Appointment that is subsequently updated, rescheduled, or cancelled.
- **“Cancellation Policy”** means a policy established by a Partner under its Terms of Sale, under which the Partner may charge you a cancellation fee if you cancel an Appointment. The cancellation fee may be up to **100% of the total value of the Appointment**, depending on the Partner’s applicable policy.
- **“Client”, “you”, or “your”** means the individual or entity using the Beauty Stations Services, making an Appointment, placing an Order, or purchasing Partner Services through the Beauty Stations Platform.
- **“Confirmation”** means a written or electronic confirmation provided to you by Beauty Stations regarding an Appointment, Order, payment, or other transaction through email, SMS, WhatsApp, the Beauty Stations Platform, or another communication method supported by the Platform.
- **“Deposit Policy”** means a policy established by a Partner under its Terms of Sale under which the Partner may require you to pay a deposit or advance payment when making an Appointment. The applicable deposit amount and any refund, cancellation, or forfeiture conditions will be communicated to you before or at the time of booking.
- **“Beauty Stations Account”** means an account that you create on the Beauty Stations Platform, which may contain information such as your name, contact details, Appointment history, Order history, preferences, and other information required to provide the Beauty Stations Services.
- **“Beauty Stations Appointment Services”** means the appointment-related services provided through the Beauty Stations Platform, including creating, confirming, modifying, rescheduling, and cancelling Appointments.
- **“Beauty Stations Platform”** means the Beauty Stations website, mobile application, software, systems, and related digital services through which Clients



can discover Partners, view services, make Appointments, place Orders, make payments, and access other Beauty Stations Services.

- **“Beauty Stations Services”** means all services, features, and functionality made available by Beauty Stations through the Beauty Stations Platform, including appointment booking, service discovery, payment processing, promotions, communication, customer support, and related marketplace services.
- **“Partner”** means a salon, beauty center, spa, clinic, makeup artist, nail technician, wellness provider, aesthetic service provider, or other independent service provider registered or participating on the Beauty Stations Platform.
- **“Partner Services”** means the beauty, wellness, personal care, salon, spa, aesthetic, medical-aesthetic, or other services offered and provided by a Partner through or in connection with the Beauty Stations Platform.
- **“Order”** means a request or purchase made by a Client through the Beauty Stations Platform for products, services, packages, memberships, gift cards, or other offerings provided by Beauty Stations or a Partner.
- **“Payment Services”** means the payment processing and related payment functionality made available through the Beauty Stations Platform, including payments for Appointments, Orders, deposits, cancellation fees, packages, gift cards, or other applicable charges.
- **“VAT”** or **“Value Added Tax”** means any value-added tax imposed under the applicable laws and regulations of the Kingdom of Saudi Arabia, including any amendments, replacements, or successor legislation. Where applicable, VAT will be charged at the rate required by law.
- **“SAR”** means the Saudi Riyal, the official currency of the Kingdom of Saudi Arabia.
- **“Refund”** means any amount returned to a Client in accordance with these Terms of Service, the applicable Partner’s cancellation or refund policy, or any other applicable policy relating to an Appointment, Order, payment, deposit, package, or promotional offer.
- **“No-Show”** means a situation where a Client fails to attend or use an Appointment at the confirmed date and time without cancelling or rescheduling the Appointment in accordance with the applicable Cancellation Policy.



- **“Promotional Offer”** means any discount, promotion, coupon, voucher, special price, campaign, or other promotional benefit made available by Beauty Stations or a Partner, subject to the terms and conditions applicable to that offer.
- **“Package”** means a combination of two or more Partner Services offered together for a specified price, duration, or number of sessions, including beauty packages, spa packages, bridal packages, skincare packages, wellness packages, or other bundled services.
- **“Gift Card”** means a digital or physical voucher, credit, or prepaid value issued or made available through Beauty Stations that may be used toward eligible Partner Services or Orders, subject to the applicable terms, conditions, validity period, and restrictions.
- **“Beauty Stations Credit”** means any credit, balance, compensation, promotional value, or other monetary equivalent made available to a Client for use toward eligible Appointments, Orders, or Partner Services through the Beauty Stations Platform.
- **“Service Provider”** means the Partner or other third party that is responsible for delivering the applicable Partner Services to the Client.
- **“Terms of Sale”** means the terms, conditions, cancellation rules, refund rules, deposit requirements, pricing conditions, and other requirements established by a Partner for its Partner Services.
- **“Website”** means the Beauty Stations website and any related webpages operated, controlled, or authorized by Beauty Stations.
- **“Mobile Application”** means the Beauty Stations mobile application and any subsequent version, update, or replacement application made available by Beauty Stations.
- **“Content”** means any text, images, photographs, videos, logos, descriptions, reviews, ratings, service information, pricing information, promotional materials, or other materials made available through the Beauty Stations Platform.
- **“User Content”** means any content, information, photograph, review, rating, comment, feedback, or other material submitted, uploaded, posted, or otherwise provided by a Client or Partner through the Beauty Stations Platform.



- **“Business Day”** means a day on which banks and financial institutions are generally open for business in the Kingdom of Saudi Arabia, excluding official public holidays.
- **“Applicable Law”** means all applicable laws, regulations, rules, decisions, directives, and requirements of competent authorities applicable to Beauty Stations, Clients, Partners, Appointments, Orders, Payments, or Partner Services.
- **“Terms of Service”** means these terms and conditions governing your access to and use of the Beauty Stations Platform and Beauty Stations Services.
- **“Beauty Stations Payment Services”** means the online and in-app payment facilities made available through the Beauty Stations Platform for eligible Partners, Appointments, Orders, Packages, and other eligible transactions.
- **“Beauty Stations Platform”** means, together: (a) the Beauty Stations website, accessible through any web browser (our **“Site”**); (b) our mobile application published through the Apple App Store, Google Play Store, or any other authorized application marketplace and downloaded and installed by you on your device (our **“App”**); and (c) any web-based booking interface, widget, or other digital interface owned or provided by Beauty Stations that a Partner may embed or make available through its own website, social media channels, or other digital platforms (the **“Beauty Stations Widget”**).
- **“Beauty Stations Services”** means all information, recommendations, features, tools, and/or services provided by Beauty Stations to you through your use of the Beauty Stations Platform, including the Beauty Stations Platform, Beauty Stations Appointment Services, Beauty Stations Payment Services, Partner Profiles, and related marketplace services.
- **“No-Show Policy”** means a policy included in a Partner’s Terms of Sale under which a Partner may charge you, through the Beauty Stations Payment Services or other permitted payment method, a fee for failing to attend an Appointment at the Partner’s location at the date and time specified in the Appointment. The applicable fee may be up to **100% of the value of the Appointment**, subject to the Partner’s applicable policy and Applicable Law.
- **“Order”** means any order placed by a Client through the Beauty Stations Platform for Products, Packages, or other goods or services offered by a Partner through its store, profile, or other sales functionality on the Beauty Stations Platform.



- **“Partner Contract”** means any contract or agreement between you and the relevant Partner relating to the Partner Services that you book or purchase through the Beauty Stations Platform, including the applicable Partner Terms of Sale provided to you before you confirm an Appointment or Order.
- **“Partner Credit”** means a credit purchased or otherwise obtained by a Client through the Beauty Stations Services for the purpose of making a pre-payment or payment toward eligible Partner Services, Appointments, Orders, Packages, or other offerings of a Partner, subject to the applicable terms and conditions.
- **“Partner Profile”** means a Partner’s webpage, profile, listing, or other presence on the Beauty Stations Platform, which may include information about the Partner, its Partner Services, prices, offers, opening hours, location, contact information, reviews, and, where applicable, its store or Products.
- **“Partner Services”** means any products, goods, packages, treatments, appointments, or other services offered by a Partner for purchase or booking through the Beauty Stations Platform, including services delivered pursuant to an Appointment, Partner Voucher, Package, or Order.
- **“Partner Terms of Sale”** means the date, time, price, Partner Services, discounts, location, availability, and any other information, terms, conditions, policies, or requirements applicable to an Appointment or Order, including any Deposit Policy, Cancellation Policy, No-Show Policy, return policy, refund policy, or other conditions provided through the Beauty Stations Platform at or before the time an Appointment or Order is made or confirmed by the Client.
- **“Partner Voucher”** means a voucher issued by a Partner through the Beauty Stations Platform containing details of a Partner offer and, where applicable, a unique voucher or security code. When presented to the relevant Partner in physical or electronic form, the Partner Voucher may entitle the holder to receive the applicable Partner offer, subject to the Partner Contract, the Partner Terms of Sale, and any terms stated on the voucher.
- **“Partner”** means a selected third-party provider of goods, products, beauty, wellness, personal care, salon, spa, aesthetic, or other services that offers its goods or services for sale or booking through the Beauty Stations Platform.
- **“Pay In-Store Service”** means a service through which an Appointment or Order is made or confirmed through the Beauty Stations Platform, but payment is made directly at the Partner’s premises rather than online through the Beauty Stations Payment Services.



- **“Payment Processor”** means a third-party payment service provider, financial institution, payment gateway, or other authorized payment processor that supports Beauty Stations in providing the Beauty Stations Payment Services.
- **“Promo Codes”** means promotional codes, discount codes, coupon codes, or other promotional codes issued by Beauty Stations or a Partner that may be used when purchasing eligible Partner Services, Products, Packages, or other eligible offerings, subject always to the applicable promotion terms, validity period, eligibility requirements, and restrictions.
- **“Products”** means any physical or digital goods offered for purchase by a Partner through the Beauty Stations Platform, including beauty products, skincare products, cosmetics, haircare products, nail products, wellness products, and other eligible goods.
- **“Voucher”** means a digital or physical voucher, coupon, credit, or promotional instrument issued by Beauty Stations or a Partner that may entitle the holder to receive a specified Partner Service, Product, Package, discount, or other benefit, subject to the applicable terms and conditions.
- **“Package”** means a combination of multiple Partner Services, Products, sessions, treatments, or other offerings sold together for a specified price or under specified conditions, including beauty packages, skincare packages, spa packages, bridal packages, wellness packages, and promotional packages.
- **“Store”** means the digital storefront or product listing area operated by or on behalf of a Partner through the Beauty Stations Platform where eligible Products or other offerings may be displayed and purchased.
- **“Review”** means a rating, review, comment, feedback, or other evaluation submitted by a Client regarding a Partner, Partner Services, Products, Appointments, Orders, or other experiences through the Beauty Stations Platform.
- **“Partner Location”** means the physical location of a Partner where Partner Services are provided, Products are made available, or Appointments are fulfilled, as specified on the Beauty Stations Platform or in the applicable Appointment or Order.
- **“Appointment Fee”** means any amount payable by a Client in connection with an Appointment, including the service price, applicable taxes, deposits, cancellation fees, no-show fees, or other charges disclosed before confirmation of the Appointment.
- **“Service Price”** means the price displayed or otherwise communicated for a Partner Service before the Client confirms an Appointment or Order, excluding or



including VAT and other applicable charges as expressly indicated on the Beauty Stations Platform.

Key Terms

When we use capitalised words or phrases in these Terms of Service, they have the following meanings:

"Appointment" means any appointment booking for one or more services from a Partner made through the Beauty Stations Platform, including any Appointment that is subsequently updated, rescheduled, or cancelled.

"Cancellation Policy" means a policy included in the Partner Terms of Sale for an Appointment under which a Partner may charge you, through the Beauty Stations Payment Services, a specified fee for a cancelled Appointment, which may be up to 100% of the value of the Appointment, where permitted by applicable laws and regulations in the Kingdom of Saudi Arabia.

"Client" and **"you"** means you, the user of the Beauty Stations Services or the purchaser of any Partner Services.

"Confirmation" means a written confirmation that we provide to you regarding an Appointment or Order, through email, SMS, WhatsApp, or the Beauty Stations Platform.

"Deposit Policy" means a policy included in the Partner Terms of Sale under which a Partner may require you, through the Beauty Stations Payment Services, to make a deposit or purchase a Partner Credit at the time you make an Appointment.

"Beauty Stations Account" means an account that you create on the Beauty Stations Platform containing information such as your name, Appointment and Order history, contact information, and other information required to provide the Beauty Stations Services.

"Beauty Stations Appointment Services" means all appointment booking services provided through the Beauty Stations Platform, including creating, confirming, updating, rescheduling, and cancelling Appointments.



Our Services

Beauty Stations provides a digital platform that connects you with our Partners, including beauty salons, beauty clinics, spas, wellness centres, nail salons, hair salons, makeup artists, massage providers, and other businesses and professionals offering beauty, wellness, personal care, and related services.

The Beauty Stations Platform allows you to:

- make an **Appointment** for a Partner Service;
- purchase or place an **Order** for Products offered by a Partner, where available;
- receive information about Partner Services, Products, prices, availability, and promotions; and
- make payments for your Appointments, Services, and Orders through the Beauty Stations Payment Services, where available.

Beauty Stations does not operate the Partner's business, provide the Partner Services itself, employ or supervise the Partner or its personnel, or fulfil Orders for Products on behalf of the Partner, unless expressly stated otherwise.

By using the Beauty Stations Services, you enter into a contract with Beauty Stations under these Terms of Service. However, your contract for any Partner Services or Products is solely between you and the relevant Partner.

Beauty Stations acts as an intermediary between you and the Partners. This includes facilitating the booking of Appointments and, where applicable, acting as an authorised agent of the relevant Partner for the purpose of arranging and concluding your Appointment or Order and facilitating payment.

The Partner remains responsible for providing the Partner Services and fulfilling any Orders in accordance with the applicable Partner Terms of Sale, applicable laws and regulations in the Kingdom of Saudi Arabia, and any other terms agreed between you and the Partner.

Beauty Stations does not guarantee the availability, quality, suitability, safety, legality, or performance of any Partner Service or Product, except to the extent expressly required by applicable law or expressly stated by Beauty Stations.



When you make a payment for an Appointment or Order through the Beauty Stations Platform, Beauty Stations may receive and process the payment as an authorised commercial agent on behalf of the relevant Partner.

Where Beauty Stations receives payment on behalf of a Partner, your payment to Beauty Stations will discharge your payment obligation to that Partner for the relevant Appointment or Order, to the extent of the amount successfully paid.

This arrangement does not apply to any **Pay In-Store Service**, where payment is made directly to the Partner at the Partner's premises or through a payment method independently provided by the Partner.

Beauty Stations may use third-party payment service providers to process payments, subject to applicable laws and regulations in the Kingdom of Saudi Arabia and the terms applicable to those payment services.

Our Partners' Services

If you use the **Beauty Stations Platform** to book any Partner Services or Products, you also enter into a **separate contract with the relevant Partner**, including any terms and conditions applicable to the sale or provision of the Partner Services or Products.

The Partner's provision of services and fulfilment of any booking or order are subject to the terms and conditions agreed between you and the Partner. **Beauty Stations is not a party to the contract between you and the Partner**, unless expressly stated otherwise.

Our Partners' Responsibilities

Our Partners are required to provide their services and products as described on the **Beauty Stations Platform**, in accordance with the terms and conditions agreed with the customer and all applicable laws and regulations in the Kingdom of Saudi Arabia.

We also require our Partners to ensure that all information they provide to **Beauty Stations** is accurate, complete, current, and not misleading in any way.

However, **Beauty Stations does not independently verify or guarantee the accuracy or completeness of all information provided by Partners** and is not responsible for inaccurate or incomplete information supplied by a Partner. Each Partner is responsible for ensuring that all services and products listed on the Beauty Stations Platform are actually available and that their descriptions, prices, durations, conditions, and other relevant information are accurate and up to date.

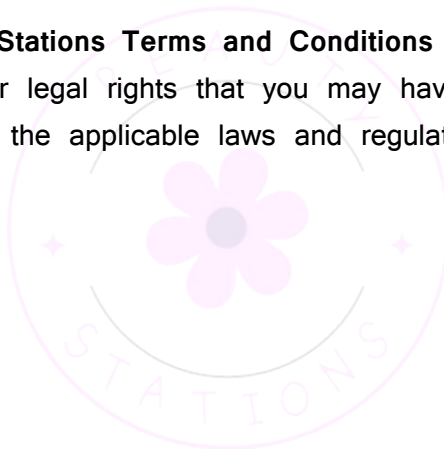


Descriptions, photographs, and other visual or promotional content relating to Partner Services or Products displayed on the **Beauty Stations Platform** are provided for illustrative and promotional purposes only. The actual service or product may differ to a limited extent from the images or descriptions displayed, provided that the Partner continues to provide the service or product in accordance with the material information and description presented to the customer.

Your Rights

If you are a consumer, you have all rights available to you under the **applicable laws and regulations of the Kingdom of Saudi Arabia** in relation to services or products that are not provided with the agreed level of care and quality, or that materially differ from the description or information provided to you before completing your booking or order.

Nothing in these **Beauty Stations Terms and Conditions** is intended to exclude, restrict, or reduce any statutory or legal rights that you may have and that cannot lawfully be excluded or limited under the applicable laws and regulations of the Kingdom of Saudi Arabia.





Using the Beauty Stations Platform

To make any appointment or order through the **Beauty Stations Platform**, you may either check out as a guest or create a **Beauty Stations Account** by registering with Beauty Stations and providing certain information, including your name, mobile telephone number, payment information, and any password you choose to set.

Providing Accurate Information

You must provide **accurate, complete, and current information** to Beauty Stations and keep your information up to date through the Beauty Stations Platform.

Beauty Stations may verify the information you provide and may, where permitted by applicable laws and regulations, refuse or restrict your access to the Beauty Stations Services or Platform if the information provided is inaccurate, incomplete, misleading, or cannot be verified.

If any information relevant to your appointment changes, including information that may affect the provision of the requested service, you must promptly notify the relevant Partner before your appointment.

Using Beauty Stations Responsibly

To get the most out of your use of **Beauty Stations**, we recommend that you:

- **Contact Partners directly** - Each Partner Profile may include the Partner's contact information, allowing you to contact them directly regarding their services, availability, appointments, or other enquiries. You may also contact the **Beauty Stations Support Team** through the contact details provided on the Platform or email: support@beautystations.net .
- **Read the Partner Contract** - Partners may apply specific terms and conditions to their services, including terms relating to deposits, cancellations, refunds, returns, taxes, additional charges, or other applicable requirements. Please review any Partner-specific terms carefully before making an Appointment or Order.
- **Check out securely** - If you make a payment through the Beauty Stations Platform, use the payment process provided through the Platform and follow any security instructions displayed during checkout. Before entering payment



information, check that you are using the official Beauty Stations Platform or an authorized payment page and that the connection is secure.

- **Research independently** - Before booking a Partner's services, you may wish to review customer feedback and ratings available on Beauty Stations and, where appropriate, reviews on other trusted platforms. This can help you make an informed decision about a Partner's products or services.

Providing Health or Other Relevant Information

It is your responsibility, or the responsibility of the person receiving the Partner Services, to inform the relevant Partner **in advance of any medical, health-related, allergy, or other relevant condition or special requirement** that may affect, or be affected by, the Partner Services.

This includes, without limitation, providing information about allergies, sensitivities, medical conditions, pregnancy where relevant to the service, medications or other circumstances that may affect the safe provision of a service.

Before purchasing or using any Product, you are also responsible for checking that the Product is suitable for you and, where necessary, requesting additional information from the Partner providing or selling the Product.

If you, or the person receiving the Partner Services, fail to disclose relevant information to the applicable Partner, or fail to check the suitability of a Product or request the necessary information before receiving the Partner Services or using the Product, **Beauty Stations and the relevant Partner will not be responsible, to the extent permitted by applicable law, for any injury, loss, or damage that could reasonably have been avoided had the relevant information been disclosed or the appropriate checks or enquiries been made in advance.**

Partners remain responsible for providing their services in accordance with applicable laws, regulations, professional requirements, and the information available to them.



Service Communications

In connection with your use of the **Beauty Stations Services**, Beauty Stations may send you electronic service communications.

These communications may be sent for various purposes, including security and account verification, appointment or order management, and important updates relating to your bookings or purchases. For example, you may receive a notification if a Partner changes an appointment, cancels a booking, or is unable to fulfil an order.

By using the Beauty Stations Services and providing your mobile telephone number, you acknowledge that **Beauty Stations and its Partners may send you service-related text messages or other electronic communications** to the contact details you have provided.

Where permitted by applicable law, these communications may also include promotional or marketing content. Your consent to receive promotional or marketing communications is **not a condition of using the Beauty Stations Services**, and you may opt out of promotional communications at any time through the available account settings or unsubscribe options.

Please note that you may continue to receive essential service-related communications where necessary to provide, manage, secure, or administer your appointments, orders, or account.

For information about how Beauty Stations collects, uses, stores, and protects your personal information, and how you can manage promotional and marketing communications, please refer to the **Beauty Stations Privacy Policy**.

How to Make an Appointment / Order

The **Beauty Stations Platform** allows you to browse and select the Partner Services or Products you wish to purchase and make an Appointment or Order with the relevant Partner.

Before confirming your Appointment or Order, you will have an opportunity to review and correct any errors in the information you have entered. We will also make available to you any applicable **Partner Terms of Sale**, including deposit, cancellation, refund, no-show, or other applicable policies, before you confirm your Appointment or Order.



Please carefully review all details of your Appointment or Order, including the applicable Partner Terms of Sale, before confirming.

When you submit an Appointment or Order, **Beauty Stations may transmit your request to the relevant Partner on your behalf.** An agreement for the provision of the Partner Service or Product is formed between you and the Partner when the Appointment or Order is accepted and a confirmation is issued.

All Partner Services and Products displayed on the Beauty Stations Platform are **subject to availability.** Beauty Stations and/or the relevant Partner may accept or decline an Appointment or Order in accordance with the applicable Partner Terms.

Your confirmation will serve as your booking or order confirmation and may be sent by email, SMS, or another electronic communication method to the contact information associated with your Beauty Stations Account.

If you require a tax invoice or receipt for a Partner Service or Product, you may need to request it from the relevant Partner, unless Beauty Stations is required by applicable law to issue it on the Partner's behalf.

For appointments requiring you to attend the Partner's premises, you must arrive at the location specified in the Partner's profile, booking confirmation, or applicable Partner Terms of Sale in order to receive the Partner Services.

Vouchers Issued by Our Partners

Partners may issue **Partner Vouchers** that can be used toward eligible Partner Services or Products. A Partner may also allow you to purchase a voucher for use at a later date.

Partner Vouchers are issued at the Partner's discretion and are subject to any terms and conditions specified by the Partner at the time of purchase or issuance.

If you purchase a Partner Voucher, its use and redemption will be governed by the applicable **Partner Terms of Sale** and the agreement between you and the Partner.

Beauty Stations is not a party to the contract between you and the Partner and is not responsible for the Partner Voucher itself, except to the extent required by applicable law.

Unless the relevant offer specifies a fixed or minimum validity period, a Partner may withdraw or amend an offer at any time. However, this will not affect an Appointment



or Order that you have already made based on the offer and for which you have received a confirmation.

Promo Codes Issued by Our Partners

Partners may issue **Promo Codes** that can be used when purchasing eligible Partner Services or Products.

Promo Codes are issued at the Partner's discretion and may be withdrawn, cancelled, suspended, or modified at any time, including where a Promo Code is suspected of being used fraudulently, improperly, in violation of its terms, or where technical issues or tampering have occurred.

If a Promo Code is identified as being **personal or exclusive to you**, you must not share it with any other person. If a Promo Code is expressly made publicly available, you may share it subject to the applicable terms.

If the Partner or Beauty Stations reasonably believes that a Promo Code has been shared improperly, misused, duplicated, transferred, or otherwise used in violation of its terms, the Partner and/or Beauty Stations may cancel or refuse to honour the Promo Code, to the extent permitted by applicable law.

The Partner is responsible for establishing the terms applicable to its Promo Codes and for providing the relevant Partner Services or Products. **Beauty Stations is not responsible for the services or products associated with Promo Codes issued by Partners**, except where required by applicable law.



Paying for Partner Services

Prices Charged by Our Partners

The prices, applicable fees, and any delivery or processing charges for an Appointment or Order will be displayed on the **Beauty Stations Platform** before you confirm the Appointment or Order.

The final amount payable for an Appointment may change if you purchase additional goods or services directly from the Partner during or after your appointment.

Partners may also offer discounts, promotions, or other price reductions, which will be reflected in the final amount payable where applicable.

Unless otherwise stated, any additional services or products requested directly from the Partner may be subject to additional charges.

Tips

You may have the option to provide a **tip to the Partner** following your Appointment, where this feature is available on the Beauty Stations Platform.

Any tip is separate from the price of the Appointment or Order and is entirely voluntary.

Where Beauty Stations facilitates the collection of a tip on behalf of the Partner, Beauty Stations will act solely as the Partner's limited payment collection agent for that purpose. The tip will be treated as a payment made by you to the Partner.

Beauty Stations may share your name with the Partner when notifying the Partner of the tip.

Subject to any applicable payment processing fees, the Partner will receive the amount of the tip collected on its behalf.

Making Payments for Partner Services

You agree to provide a valid payment method when required and to pay for all Partner Services and Products that you purchase from the Partner.

Depending on the Partner and the service, you may pay:

- through the **Beauty Stations Payment Services**; or
- directly to the Partner through an available **Pay In-Store** option.



Payments Through Beauty Stations

If you choose to use the Beauty Stations Payment Services, Beauty Stations may collect payment on behalf of the relevant Partner as the Partner's payment collection or commercial agent, where applicable.

The amount charged may include the total price of your Appointment or Order, applicable taxes, and any other charges disclosed to you before payment.

Beauty Stations will use the payment method you provide and charge you in the currency stated in your booking or order confirmation.

Any currency conversion costs, foreign transaction fees, or other charges imposed by your bank, card issuer, or payment provider are your responsibility.

Once the payment has been successfully received by Beauty Stations on behalf of the Partner, your payment obligation to the Partner for the relevant Appointment or Order will be considered satisfied to the extent of the amount paid.

Pay In-Store

Some Partners may allow you to make an Appointment or Order without paying through the Beauty Stations Payment Services and instead pay the Partner directly at the Partner's premises.

Depending on the Partner, accepted payment methods may include cash, credit card, debit card, or another payment method accepted by the Partner.

The Partner may, where this option is enabled and legally permitted, charge the payment method saved to your Beauty Stations Account for the applicable amount.

The Pay In-Store option is only available where enabled by the relevant Partner and may not be available for all Partners, Appointments, Orders, or Products.

Payment Processor

Beauty Stations may use **third-party payment processors** to process payments and securely connect the payment method you provide to the Beauty Stations Platform.

Payments, refunds, credits, and other payment-related transactions may also be subject to the terms, conditions, privacy policies, and other requirements of the applicable payment processor and your bank or card issuer, in addition to these Terms of Service.



Beauty Stations takes reasonable steps to maintain the availability and functionality of its Payment Services. However, we do not guarantee that the Payment Services will always be available, uninterrupted, error-free, secure, or free from viruses or other technical issues.

To the extent permitted by applicable law, Beauty Stations is not responsible for errors, failures, delays, or interruptions caused by a third-party payment processor, bank, card issuer, or other payment service provider.

Access to payment processing services may occasionally be restricted or temporarily unavailable due to maintenance, repairs, security measures, technical issues, upgrades, or the introduction of new services.

Where reasonably practicable, Beauty Stations will attempt to provide advance notice of scheduled interruptions and will take reasonable steps to restore the affected services as soon as practicable.

Tax

The relevant **Partner is responsible for determining, charging, collecting, and remitting any applicable taxes** arising from the provision or sale of Partner Services or Products, including VAT and other applicable indirect taxes, in accordance with the laws and regulations of the Kingdom of Saudi Arabia.

Where applicable, taxes will be included in or added to the price displayed on the Beauty Stations Platform in accordance with applicable law.

Where Beauty Stations processes an Appointment or Order on behalf of a Partner, any applicable VAT or other taxes may be reflected in the total amount payable at checkout.

Where required by applicable law, a tax invoice or receipt may be made available through the Beauty Stations Platform or issued by the relevant Partner.

If you purchase additional services or products directly from a Partner, any applicable taxes relating to those additional purchases will be determined and charged by the Partner in accordance with applicable law.



Appointment Changes and Cancellations

Rescheduling an Appointment

If you wish to reschedule an Appointment, including changing the date or time, after receiving your Confirmation, you may do so through the **Beauty Stations Platform** or by contacting the relevant Partner directly.

You may reschedule an Appointment through the Beauty Stations Platform only where the Partner permits rescheduling and the request is made within the applicable period specified in the Partner's Terms of Sale.

Each Partner may establish its own rescheduling requirements, including the minimum notice period required before the scheduled Appointment. Any applicable rescheduling terms will be disclosed to you before or at the time you make your Appointment.

Your ability to reschedule an Appointment is also subject to the Partner's availability for the new date and time requested.

We recommend that you carefully review the Partner's Cancellation and Rescheduling Policies before confirming your Appointment.

Deposits, Cancellations and No-Shows

In addition to any other rights you may have under applicable laws and regulations, the following provisions may apply to your Appointment.

Deposits

A Partner may require you to pay a deposit, advance payment, or other amount to confirm an Appointment or Order, in accordance with the Partner's Terms of Sale.

A deposit may be up to the full value of the Appointment or Order where permitted by applicable law and the applicable Partner Terms.

Deposits may be non-refundable where this has been clearly disclosed to you before you make the Appointment or Order and is permitted by applicable law.

You should carefully review the Partner's Deposit Policy and other applicable Terms of Sale before completing your Appointment or Order.

The relevant Partner is responsible for the terms applicable to deposits and for the provision of the Partner Services. Beauty Stations is not responsible for the Partner's deposit policy, except to the extent required by applicable law.



Cancellations and No-Shows

If you wish to cancel an Appointment, you may do so through the **Beauty Stations Platform**, where the cancellation functionality is available, or by contacting the relevant Partner directly.

You may cancel through the Platform only where the Partner permits cancellation and the cancellation request is made within the period specified in the Partner's Cancellation Policy.

Each Partner may establish its own Cancellation Policy, including applicable cancellation deadlines, cancellation fees, deposit forfeiture provisions, and refund conditions. These terms will be disclosed to you before or at the time you make your Appointment.

If a Partner has a Cancellation Policy that permits a cancellation charge, Beauty Stations may, where payment processing has been authorized and technically available, charge the applicable payment method for the amount specified in that policy.

Depending on the Partner's Cancellation Policy, the cancellation charge may be up to the full value of the Appointment, where permitted by applicable law.

If you cancel an Appointment after the applicable cancellation deadline, you may not be entitled to a refund, except where otherwise required by applicable law or where the Partner agrees to provide a refund.

No-Shows

Partners may also establish a **No-Show Policy**.

If you fail to attend your Appointment at the scheduled time without cancelling in accordance with the applicable Cancellation Policy, the Partner may apply its No-Show Policy.

Where applicable and permitted by law, Beauty Stations may process a no-show charge on behalf of the Partner using the payment method associated with your Appointment. The charge may be up to the full value of the Appointment if this was clearly disclosed in the Partner's No-Show Policy.

No refund will generally be provided where a cancellation or no-show occurs within the restricted period specified in the Partner's Cancellation or No-Show Policy, except where otherwise required by applicable law or agreed by the Partner.

Product Refunds and Cancellations



Purchasing Products from Partners

Partners may use the Beauty Stations Platform to offer Products for sale directly to customers.

Beauty Stations does not sell Products offered by Partners. When you purchase a Product through the Beauty Stations Platform, you purchase the Product from the relevant Partner, unless expressly stated otherwise.

The Partner is responsible for the marketing, description, pricing, sale, fulfilment, delivery, quality, and applicable after-sales support for its Products, subject to applicable laws and regulations.

If you are not satisfied with a Product, or if it is defective, damaged, incorrectly supplied, or not delivered as agreed, you should contact the Partner that sold the Product.

Your rights regarding cancellation, returns, refunds, defective Products, and consumer protection will be subject to the applicable laws and regulations of the Kingdom of Saudi Arabia and any applicable Partner Terms of Sale.

Product Delivery

Where a Partner offers delivery of Products, the applicable delivery timeframe and estimated delivery date will be displayed during the ordering process or included in your Order Confirmation.

Unless otherwise stated, delivery will be made to the address provided by you when placing the Order.

The Partner may determine the locations and addresses to which it delivers Products. Certain addresses, including PO Boxes or restricted locations, may not be eligible for delivery.

Where an Order contains Products from different Partners, the Products may be delivered separately and may be subject to different delivery times, charges, and delivery conditions.

You are responsible for providing a complete and accurate delivery address and any other information reasonably required to fulfil your Order.



Where applicable, additional delivery charges, customs duties, import charges, or other government fees will be disclosed to you before completion of the Order or will otherwise be your responsibility where imposed by the applicable authorities.

You must comply with all applicable laws and regulations relating to the purchase, importation, possession, use, or delivery of Products.

Product Returns and Refunds

Returns and refunds for Products purchased from Partners will be governed by:

- applicable consumer protection laws and regulations in the Kingdom of Saudi Arabia;
- the applicable Partner Terms of Sale;
- the nature and condition of the Product; and
- any applicable return, exchange, or refund policy disclosed to you before purchase.

Where you have a statutory right to cancel, return, exchange, or obtain a refund, nothing in these Terms of Service is intended to restrict or remove that right.

Where a Partner voluntarily provides a more generous return or refund policy, that policy will apply according to its stated terms.

Where a Product is eligible for return, you may be required to return the Product within the period specified by the Partner or applicable law and in accordance with the Partner's return instructions.

Certain Products may be excluded from return or refund where permitted by applicable law, including Products that have been personalised, customised, opened, used, or supplied in a condition where return is legally restricted.

Faulty, Damaged or Incorrect Products

If a Product is damaged, defective, faulty, materially different from its description, or incorrectly supplied, you should notify the relevant Partner as soon as reasonably practicable.

The Partner will be responsible for handling the applicable repair, replacement, exchange, refund, or other remedy in accordance with applicable laws and regulations.



Nothing in these Terms of Service affects any mandatory consumer rights or remedies available to you under the laws and regulations of the Kingdom of Saudi Arabia.

When contacting a Partner regarding a Product issue, you may be asked to provide your name, delivery address, Order reference, photographs of the Product, or other information reasonably required to investigate the issue.

Need Help with a Product Order?

Questions, complaints, return requests, or other issues relating to a Product should normally be directed to the Partner that supplied the Product.

The Partner's contact information may be available in the Partner Profile, Order Confirmation, or other relevant information provided through the Beauty Stations Platform.

Beauty Stations may assist with communication or platform-related issues where appropriate, but the Partner remains responsible for the Products it sells and fulfils, subject to applicable law.

Restrictions on Access

Beauty Stations reserves the right, to the extent permitted by applicable law, to temporarily or permanently restrict or suspend your access to all or part of the Beauty Stations Services or Platform where:

- you have a history of repeated cancellations, no-shows, refunds, chargebacks, fraudulent transactions, or other conduct that materially negatively affects Partners or the Beauty Stations Platform;
- you fail applicable payment, fraud-prevention, identity-verification, or security checks;
- we reasonably suspect fraud, attempted fraud, money laundering, unlawful activity, or misuse of the Platform;
- we reasonably believe that the security of your Beauty Stations Account has been compromised;
- you behave in an abusive, threatening, discriminatory, inappropriate, or offensive manner toward Beauty Stations personnel, Partners, Partner employees, or other users;



- you breach these Terms of Service, the applicable Partner Terms, or any applicable law or regulation;
- you provide false, misleading, fraudulent, or materially incomplete information;
- you misuse promotional codes, vouchers, payment services, or other Platform features; or
- we reasonably believe that your actions are negatively affecting the security, integrity, availability, or quality of the Beauty Stations Services.

Where reasonably practicable, Beauty Stations may notify you of any restriction and the reason for it, subject to security, legal, regulatory, or other legitimate considerations.

Partners may also impose additional restrictions on customers who wish to purchase or book their services.

A Partner may, subject to applicable law:

- restrict or block your access to its Partner Profile;
- refuse or cancel an Appointment or Order;
- prevent you from making future Appointments or Orders with that Partner; or
- otherwise restrict your ability to interact with that Partner through the Beauty Stations Platform.

Partner-imposed restrictions are determined by the relevant Partner and may apply independently of any restrictions imposed by Beauty Stations.

Liability

Beauty Stations will be responsible for losses or damages directly caused by its breach of these Terms of Service, negligence, or other conduct for which Beauty Stations is legally responsible, subject to applicable law.

To the extent permitted by applicable law, Beauty Stations will not be liable for losses that are indirect, incidental, special, or consequential, or for loss of profits, revenue, business opportunities, anticipated savings, goodwill, or business interruption, except where such liability cannot lawfully be excluded or limited.

Nothing in these Terms of Service excludes or limits liability for:

- death or personal injury caused by negligence;



- fraud or fraudulent misrepresentation;
- wilful misconduct where liability cannot lawfully be excluded;
- breach of mandatory consumer protection rights; or
- any other liability that cannot legally be excluded or limited under the laws and regulations applicable in the Kingdom of Saudi Arabia.

Beauty Stations provides the Platform that enables customers to discover, book, and purchase Partner Services and Products.

Except where expressly stated otherwise, **the Partner is responsible for the actual provision, quality, safety, fulfilment, delivery, and performance of Partner Services and Products** under the agreement between you and the Partner.

Accordingly, to the extent permitted by applicable law, Beauty Stations is not responsible for the acts, omissions, negligence, quality, performance, or non-performance of a Partner or its employees, contractors, or service providers.

Nothing in this section limits any mandatory rights or remedies available to consumers under applicable Saudi laws and regulations.

Indemnity

To the extent permitted by applicable law, you agree to indemnify and hold harmless Beauty Stations, its affiliates, employees, officers, directors, contractors, agents, and service providers from claims, losses, liabilities, damages, costs, and reasonable expenses arising directly from:

- your unlawful or improper use or misuse of the Beauty Stations Services or Platform;
- information, content, or personal information that you submit through your Beauty Stations Account that is false, misleading, fraudulent, or inaccurate;
- your breach of these Terms of Service or any applicable law or regulation;
- your violation of the rights of another person or entity, including a Partner or another Platform user;
- your negligent, fraudulent, or wilfully wrongful conduct; or



- unauthorised access to or use of the Beauty Stations Services through your username, password, verification code, or other account credentials where such access results from your breach of your security obligations.

This indemnity does not apply to the extent that a claim, loss, or liability results from Beauty Stations' own negligence, wilful misconduct, breach of applicable law, or any matter for which Beauty Stations is legally responsible.

Ending These Terms of Service

You may stop using the Beauty Stations Platform and Services at any time.

Beauty Stations may suspend or terminate your access to the Beauty Stations Services or your Beauty Stations Account where permitted under these Terms of Service and applicable law.

Termination or suspension of your account will not affect any rights, obligations, payments, refunds, claims, or liabilities that arose before termination.

Beauty Stations may retain personal information after termination or expiry of these Terms where reasonably necessary to:

- comply with applicable laws or regulatory requirements;
- comply with legal, accounting, tax, or reporting obligations;
- resolve disputes or enforce agreements;
- prevent fraud or misuse; or
- protect the rights, property, or security of Beauty Stations, its Partners, users, or other persons.

Any retained personal information will be handled in accordance with the **Beauty Stations Privacy Policy** and applicable data protection laws.

General

Platform Fees

Use of the Beauty Stations Platform may currently be offered without a separate platform access fee to customers.

Beauty Stations reserves the right to introduce, modify, or discontinue platform fees or other charges in the future, subject to applicable law.



Where a new fee applies to a service or transaction, the applicable fee will be disclosed to you before you are required to pay it.

Assignment

You may not transfer or assign your rights or obligations under these Terms of Service to another person without the prior written consent of Beauty Stations, except where such restriction is not permitted by applicable law.

Beauty Stations may assign or transfer its rights and obligations under these Terms of Service to an affiliate, successor, or purchaser of all or part of its business, provided that such transfer does not unlawfully reduce your rights.

Notices

Beauty Stations may provide notices to you through the Beauty Stations Platform, by email, SMS, push notification, or other electronic communication using the contact information associated with your account.

You are responsible for ensuring that your contact information remains accurate and up to date.

Any legal or formal notice to Beauty Stations should be submitted through the contact details specified on the Beauty Stations Platform or in these Terms of Service.

Entire Agreement

These Terms of Service, together with the **Beauty Stations Privacy Policy**, applicable Partner Terms of Sale, and any other documents expressly incorporated by reference, constitute the agreement governing your use of the Beauty Stations Platform and Services.

The agreement between you and the relevant Partner governs the Partner's provision of Partner Services and Products to you.

If there is a conflict between these Terms of Service and mandatory applicable law, the mandatory law will prevail.

If there is a conflict between these Terms of Service and Partner-specific terms concerning the provision of a Partner Service or Product, the Partner-specific terms will apply to that service or product to the extent permitted by applicable law.

Enforcement and Severability



If Beauty Stations does not immediately enforce a right or provision under these Terms of Service, this does not constitute a waiver of that right or provision.

If any provision of these Terms of Service is determined by a competent authority to be unlawful, invalid, or unenforceable, that provision will be enforced to the maximum extent permitted by law, and the remaining provisions will continue in full force and effect.

Governing Law and Jurisdiction

These Terms of Service are governed by and construed in accordance with the **laws and regulations of the Kingdom of Saudi Arabia**.

Any dispute arising out of or relating to these Terms of Service, your use of the Beauty Stations Platform, or the services provided through the Platform will be subject to the jurisdiction of the **competent courts and judicial authorities in the Kingdom of Saudi Arabia**, unless applicable law requires otherwise.

Nothing in these Terms of Service limits any mandatory consumer rights or remedies available to you under applicable Saudi laws and regulations.

Interpretation

Unless the context requires otherwise:

- words in the singular include the plural and words in the plural include the singular;
- references to any gender include all genders;
- references to a person include an individual, company, organisation, partnership, or other legal entity;
- references to applicable laws and regulations include amendments, replacements, and related implementing regulations; and
- headings are provided for convenience only and do not affect the interpretation of these Terms of Service.



Updating the Services and These Terms of Service

These Terms of Service may be updated from time to time to reflect changes to the **Beauty Stations Services**, applicable laws and regulations, business practices, security requirements, technology, or other operational requirements.

Beauty Stations may modify, update, replace, suspend, or discontinue any part of the Beauty Stations Services or Platform, including the availability of particular features, functions, databases, content, or services, subject to applicable law.

We will publish updated versions of these Terms of Service through the Beauty Stations Platform and may notify you of material changes through your Beauty Stations Account, email, SMS, push notification, website notices, or other appropriate communication methods.

Where we make **material changes** that may significantly affect your rights or obligations, we will provide reasonable notice where required by applicable law.

Your continued use of the Beauty Stations Platform after the effective date of updated Terms of Service may constitute your acceptance of the updated terms, to the extent permitted by applicable law. If you do not agree with the updated Terms of Service, you should stop using the Beauty Stations Services and, where applicable, close your Beauty Stations Account.

As long as you comply with these Terms of Service, Beauty Stations grants you a **personal, limited, non-exclusive, non-transferable, and revocable right to access and use the Beauty Stations Platform and Services** for their intended purposes.

Beauty Stations may also introduce reasonable limitations on certain features or services, or restrict access to all or part of the Beauty Stations Platform, where reasonably necessary for security, maintenance, legal compliance, fraud prevention, technical reasons, or protection of users and Partners.

Unless otherwise required by applicable law, any modification, suspension, or discontinuation of the Beauty Stations Services will not affect Appointments or Orders that have already been confirmed, except where the relevant Partner Service or Product cannot reasonably be provided or where cancellation is required for legal, safety, security, or other legitimate reasons.

Last Updated: 01-Aug-2025



Need Help with Anything?

We care about your experience with **Beauty Stations** and are committed to providing a reliable platform experience while maintaining standards for our users and Partners.

If you have feedback, questions about the Beauty Stations Platform or Services, or wish to make a complaint regarding a Partner or Partner Services, we recommend that you:

- **Contact the Partner directly** - Where appropriate, first contact the relevant Partner to discuss the issue and attempt to resolve it directly.
- **Leave an honest review or rating** - You may leave a fair and accurate review or rating for the Partner through the Beauty Stations Platform based on your actual experience.
- **Contact Beauty Stations Support** - You may contact us through the customer support or contact details provided on the Beauty Stations Platform.

If you contact Beauty Stations regarding a complaint about a Partner or Partner Services, we may contact the relevant Partner to understand the circumstances and, where appropriate, assist in attempting to resolve the matter.

If we are unable to resolve the issue after communicating with the Partner, and where we reasonably determine that it is appropriate in the circumstances, **Beauty Stations may, at its discretion and as a last resort, provide you with a refund of the disputed amount**, where applicable and permitted by law.

Where a refund is approved for a payment processed through Beauty Stations, the refund will generally be processed through the applicable Beauty Stations Payment Services and returned using the original payment method, subject to the applicable payment processor's procedures.

While we take complaints concerning our Partners seriously and will make reasonable efforts to assist in resolving them, the Partner remains responsible for the provision of its Partner Services and Products. Except where required by applicable law or expressly agreed by Beauty Stations, Beauty Stations is not responsible for the Partner Services and is not obligated to provide you with a refund, compensation, or other remedy solely because you are dissatisfied with a Partner Service.

Nothing in this section limits any mandatory consumer rights or remedies available to you under the applicable laws and regulations of the Kingdom of Saudi Arabia.