

Stays Solutions – Terms & Conditions (T&C's)

Enhance Connections Stays Program Conditions

1. Acceptance.

By submitting the registration form entitled "Register with Stays Solutions", you ("Stays Solutions Customer") hereby accept the following Terms & Conditions of Enhance Connections ("Stays Solutions") relating to Enhance Connections massage therapy service for boutique accommodation establishments. You acknowledge that acceptance incorporates by reference Enhance Connections Terms of Use as if fully set forth in these Terms & Conditions.

2. Stays Solutions.

2.1. Registration:

Registering with Stays Solutions entitles your business to receive 25% discount on Enhance Connections services regular Current Commercial Rate ("Commercial Rate") in exchange for one (1) sixty (60)-minute table massage ("Relaxation Massage") from Enhance Connections at your accommodation establishment, for your guest who requested the service.

The discounted rate is hereby designated as Stays Solutions Program Current Rate (the "Stays Current Rate"), and is subject to the Billing provisions in Sections 5 and 6 respectively below, at the single address you nominated for your accommodation establishment ("Stays Solutions Address").

2.2. Stays Solutions Profile:

On registering with Stays Solutions you will be granted access to Enhance Connections Stays Solutions Booking Portal. When you logon to book massages for your guests, you'll be asked to create a Profile on our Stays Solutions booking page. Please provide the business or trading name of your establishment, the email address you provided at registration and a password to create your profile.

By logging in to your profile, you will NOT be prompted to enter your information when booking an appointment for your guests on your Stays Solutions account in the future. "My Schedule" in your profile on the Booking Portal is an appointment database that stores all the appointments you have booked to date and those upcoming - so you can keep track of your bookings.

3. Booking & Cancellation.

3.1. Prices subject to change:

All prices, including surcharges, are subject to change by Enhance Connections in its sole discretion without notice.

3.2. Cancelling Confirmation:

Confirmation by you of your guests cancelling Enhance Connections services by must be submitted prior to forty-eight (48) hours' notice of scheduled appointment.

A cancellation fee shall apply if Forty-eight (48) hours' notice of scheduled appointment is not provided to Enhance Connections via a response to notification from Stays Solutions Booking Portal or via email to stays@enhanceconnections.com.au by you in the event your guest cancelling our service.

If cancellation occurs with less than Forty-eight (48) hour notice, a cancellation fee shall be charged to your business. The rate charged shall represent 50% of the Stays Solutions Current Rate of service delivery of a sixty (60) minute massage.

Acceptance of booking by Enhance Connections is determined by availability of therapists' time table and schedule. Enhance Connections shall notify you within twelve hours (12) of initial booking about availability and potential alternatives.

4.1. Rescheduling:

Booking massages for your guests on your account shall be subject to availability of requested day and time. Should Enhance Connections be unable to meet the request submitted by you at the time of booking, Enhance Connections shall communicate with you (email, phone, text) and offer the next available service delivery time as a rescheduled appointment. If the rescheduled appointment is not convenient or acceptable to your guest, you can respond to the notification and choose a more appropriate day/time as a rescheduled appointment by the customer.

If no alternative day and time is available or satisfactory, the appointment booked shall be void with no charge to your business.

4. Times & Level of Service

Stays Solutions appointment times are restricted from 2pm Wednesday, Friday and Saturday with last appointment scheduled to commence at 10pm.

Sufficient space for the provision of service and equipment shall be provided by your establishment to enable appropriate service delivery.

Enhance Connections service shall be limited to our "Relaxation Massage" as referred to on our website <http://enhanceconnections.com.au/relaxation/> .

5. Validity of 20% Discount

When guests request Enhance Connections (“Stays Solutions”) services through your business booking page or processes, your business is required to place the booking on behalf of your guest with Enhance Connections and in doing so your business shall attract the full 25% discount rate.

Guests booking directly with Enhance Connections through our booking page / portal must provide confirmation reservation number of your establishment at the time of booking. Without proof of reservation, the discount rate shall be void and the transaction shall be considered directly between your guest and Enhance Connection, attracting the full commercial rate.

6. Billing.

Your business shall be invoiced on completion of serviced appointment by Enhance Connections. Invoiced amount is to be paid in full on 7 day Terms by electronic transfer to Enhance Connections nominated bank account. Bank account details shall be included on prescribed invoice.

Invoices in arrears may attract a late payment fee of \$5 to be charged on overdue amounts.

9. Miscellaneous.

(a) This Agreement is governed by Australian Competition and Consumer Commission (ACCC) and all disputes shall comply with ACCC guidelines. (b) This Agreement supersedes any previous agreement, oral or written, and can be modified only in writing signed by the parties hereto. (c) Notices to you may be issued by Enhance Connections via e-mail or by surface mail to your address on file with Enhance Connections, at Enhance Connections sole discretion. Notices to Enhance Connections by you shall be by email to stays@enhanceconnections.com.au, or by recognised overnight express service, certified or registered mail, or personal delivery (in which case such notice shall be deemed given on the date of personal delivery, one business day after being deposited with the overnight express service, or five days after being deposited in the certified or registered mail). (d) You may not assign, transfer or delegate this Agreement or any part of it without Enhance Connections prior written consent. Enhance Connections may freely transfer, assign or delegate all or any part of this Agreement, and any rights and duties thereunder, upon the giving of notice. (e) The parties represent and agree that they fully understand and that they have carefully read all of the provisions of this Agreement, that they fully understand those provisions and that they are voluntarily entering into this Agreement.