

Terms and Conditions

Effective Date: October 2023

Welcome to Kico Life! By using our website, booking services, or making purchases from our wellness house, you agree to the following Terms and Conditions. Please read them carefully.

1. General Information

Kico Life is a wellness business offering services including yoga, fitness, massages, ozone therapy, ice baths, IV drips, and more. Our services are available at our wellness house located at 40 Compensation Beach Road, Ballito.

2. Booking Services

By booking any service or appointment (e.g., fitness classes, yoga sessions, massages, consultations), you confirm that you have read, understood, and agree to these Terms and Conditions.

- **Booking Process:** Services can be booked via our website or by contacting us directly via WhatsApp or phone.
- **Payment:** Full payment or a deposit may be required to confirm your booking. Payment can be made via secure online payment methods.

3. Cancellations

We understand that plans can change. To ensure fairness to both our clients and staff, please note our cancellation policy:

- **Services:** Cancellations must be made at least 24 hours before your scheduled appointment to receive a full refund.
- **Late Cancellations:** If you cancel within 24 hours or fail to attend your appointment, a cancellation fee of 50% of the service cost will apply.
- **No-shows:** No-shows will incur a 100% charge of the service cost.

Please contact us promptly if you need to cancel or reschedule your appointment.

4. Refunds and Exchanges

- **Services:** Refunds for services are available only if the service was cancelled more than 24 hours in advance. Late cancellations or no-shows are non-refundable.
- **Products:** We offer a 14-day refund policy for products purchased in-store or online. The product must be in its original condition, unused, and in its original packaging.
- **Exchanges:** Products may be exchanged within 30 days of purchase, provided they are in their original condition.

Refunds for services may be processed to the original payment method. For product returns, customers are responsible for shipping costs unless the item is defective or incorrect.

5. Health and Safety

- **Personal Responsibility:** You agree to consult with a healthcare professional before using certain services, particularly if you have any pre-existing medical conditions.
- **Informed Consent:** By participating in services such as yoga, fitness classes, and ice baths, you acknowledge and accept the inherent risks involved.
- **Client Safety:** Kico Life is committed to maintaining a safe environment, but clients are responsible for their own health and safety during participation.

6. Privacy and Data Protection

We respect your privacy. Your personal information is handled in accordance with our Privacy Policy. By using our services, you consent to the collection, storage, and processing of your data as outlined in the Privacy Policy.

7. Website Usage

By using our website, you agree to the following:

- **Intellectual Property:** All content on our website, including text, images, logos, and designs, is owned by Kico Life or its licensors and is protected by copyright laws.
- **Prohibited Use:** You agree not to use the website for any illegal, harmful, or fraudulent purposes.
- **Links to Third-Party Websites:** Our website may contain links to external sites. Kico Life is not responsible for the content or privacy practices of these websites.

8. Limitation of Liability

Kico Life is not liable for any injury, loss, or damage arising from your use of our services, website, or products. You agree to use our services at your own risk. In the case of negligence or intentional misconduct, we limit our liability to the total amount you have paid for the specific service or product.

9. Amendments

Kico Life reserves the right to modify these Terms and Conditions at any time. Any changes will be posted on this page with an updated "Effective Date." It is your responsibility to review these terms periodically.

10. Contact Information

For any questions or concerns regarding these Terms and Conditions, please contact us:

- **Email:** admin@kicolife.com
- **WhatsApp:** +27 72 039 1934

By using our website and services, you agree to these Terms and Conditions.