



CaseTrust
170 Ghim Moh Road, #05-01
Ulu Pandan Community Building
Singapore 279621
Tel: 6461 1800 Fax: 6463 7048
Email: casetrust@case.org.sg

23 February 2017

Dear Sirs/Mesdames

**IMPORTANT CIRCULAR TO ALL CASETRUST ACCREDITED SPA AND WELLNESS BUSINESSES:
COMPLIANCE WITH CASETRUST CRITERIA**

As part of our efforts to ensure the integrity of CaseTrust accreditation, CaseTrust has been conducting regular mystery shopping audits and other checks to ensure our accredited businesses' compliance with the CaseTrust Accreditation Criteria ("the criteria").

Providing protection of consumers' prepayment is a core feature of CaseTrust Spa & Wellness Accreditation. Recognizing the increasing trend of sudden business closure which affected many consumers who made prepayments, CASE takes a serious view of prepayment collection without prompt and immediate protection with either Insurance or EZ-Link TRUST under the accreditation scheme.

As part of the criteria that you have committed to, businesses are strongly reminded to:

- Seek CaseTrust's prior written approval before commencing on a prepayment collection business model and implementation of the prepayment protection mechanism (via Insurance or EZ-Link TRUST);
- Protect all prepayment (including but not limited to membership fee, packages, vouchers etc.) with the CASE-Approved Insurance facility by issuing an insurance cover note, or with the EZ-Link TRUST card, to the customer **immediately** upon receiving their prepayment, regardless of the amount;
- Accord a cooling off period of at least 5 working days (excluding Saturdays, Sundays and Public Holidays) and allow customers to seek a full refund for the unconsumed portion of the prepayment made, should they change their mind about the purchase. No additional charges should be imposed for the purposes of administering the refund during the cooling off period; and
- Inform CaseTrust in writing immediately by giving satisfactory explanation, should there be no utilization of the prepayment protection facility for a continuous period of 15 calendar days.

Whilst this circular mentioned only the criteria on prepayment protection, businesses are reminded to abide strictly by the Licence Agreement signed, Code of Practice and the whole set of criteria at all times, during the accreditation period.

Any business found to have breached the criteria and/or Licence Agreement could be subjected to our follow up measures under the accreditation scheme, including but not limited to warning, suspension or expulsion. In the event of expulsion, the Police Licensing and Regulatory Department (PLRD) would be informed accordingly, and the Massage Establishment Category I Licence could be revoked as a result.

Please contact us at our CaseTrust Hotline at 6461 1800 or email casetrust@case.org.sg, should you require any clarification on the above. Thank you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Loy York Jiun', written in a cursive style.

Loy York Jiun (Mr.)
Executive Director
Consumers' Association of Singapore (CASE)
ct/bt/ang/lyj