

Terms of service – YLG Salon

Welcome to [YLG Salon](#).

By accessing or using our website, booking appointments, purchasing products, or availing any salon or wellness service, you agree to comply with the following Terms & Conditions. Please read them carefully before using our platform or services.

1. About YLG Salon

YLG Salon is a beauty and wellness brand offering salon, skincare, haircare, grooming, and related services through our salons, website, mobile platforms, and partner channels.

These Terms apply to:

- Website visitors
- Customers booking appointments
- Product purchasers
- Loyalty or membership users
- Promotional campaign participants

2. Appointments & Bookings

Appointments can be booked through our website, salon locations, customer care team, or partner platforms.

Important Booking Guidelines

- Appointment slots are subject to availability.
- Customers are requested to arrive on time.

- Delayed arrivals may result in reduced service time or rescheduling.
- YLG reserves the right to refuse or reschedule appointments in unavoidable situations.

For select premium or bridal services, advance payment may be required.

3. Pricing & Payments

All service and product prices displayed online or in salons are subject to revision without prior notice.

Payment Terms

We accept:

- UPI
- Credit/Debit Cards
- Wallets
- Net Banking
- Cash (at selected outlets)

Promotional prices, package rates, and membership offers may be available only for limited periods and cannot always be combined with other offers.

4. Memberships, Packages & Gift Vouchers

YLG may offer:

- Beauty Secret Cards (BSC) Memberships
- Service Packages
- Gift Vouchers
- Promotional Credits

Usage Conditions

- Validity periods must be strictly followed.
- Lost or expired vouchers may not be reissued.
- Memberships and vouchers are non-refundable unless otherwise specified.
- Certain services or products may be excluded from offers.

YLG reserves the right to modify or discontinue any membership program or promotional campaign at its discretion.

5. Cancellation & Rescheduling Policy

Customers are encouraged to inform the salon in advance for appointment cancellations or rescheduling.

For prepaid services:

- Cancellation timelines may vary based on service type.
- Bridal, event, or group bookings may have separate cancellation policies.

Repeated no-shows may lead to booking restrictions.

6. Refund Policy

Refunds are generally not applicable for:

- Completed services
- Memberships
- Gift vouchers
- Promotional packages

However, concerns regarding service quality may be reviewed by the salon management on a case-by-case basis.

Approved refunds, if any, will be processed through the original payment method within applicable timelines.

7. Health & Safety

Customers are requested to inform our team about:

- Allergies
- Skin sensitivities
- Medical conditions
- Ongoing treatments

While YLG follows hygiene and safety standards, customers are advised to consult a medical professional where necessary before availing specialized treatments.

YLG will not be responsible for reactions arising from undisclosed medical conditions or allergies.

8. Product Availability

Products displayed online or in salons are subject to stock availability.

We strive to display product colors, packaging, and details accurately; however, actual appearance may vary slightly depending on device settings or manufacturer updates.

9. Customer Conduct

To ensure a safe and comfortable environment for all customers and employees, the following are prohibited:

- Abusive or inappropriate behavior

- Damage to salon property
- Harassment of staff or customers
- Misuse of promotional offers
- Fraudulent transactions

YLG reserves the right to deny service in such cases

10. Intellectual Property

All website content including:

- Logos
- Branding
- Images
- Videos
- Service descriptions
- Designs
- Marketing creatives

are the intellectual property of YLG Salon and may not be copied, reproduced, or used without written permission.

11. Third-Party Platforms

Our website or communication channels may contain links to third-party websites or payment gateways.

YLG is not responsible for:

- Third-party content
- External policies
- Payment gateway failures
- Partner platform issues

Customers are advised to review third-party terms independently.

12. Limitation of Liability

YLG Salon shall not be liable for:

- Temporary website downtime
- Technical interruptions
- Appointment delays caused by external factors
- Indirect or consequential damages arising from service usage

Our maximum liability, where applicable, shall be limited to the amount paid for the concerned service or product.

13. Privacy & Customer Information

Customer information shared with YLG is handled according to our Privacy Policy.

We may use customer details for:

- Appointment confirmations
- Promotional communication
- Loyalty benefits
- Customer support

Customers may opt for promotional communication at any time.

14. Updates to Terms

YLG reserves the right to update or revise these Terms & Conditions at any time without prior notice.

Updated versions will be published on our official website and become effective immediately upon posting.

15. Governing Law


These Terms & Conditions shall be governed in accordance with the laws of India.

Any disputes arising shall be subject to the jurisdiction of courts located in Bengaluru, Karnataka.

16. Contact Us

For any questions, support, or feedback, please contact:

YLG Salon Customer Support

 customercare@ylg.co.in

 [Official Website](#)

Privacy Policy

Overview

YLG Salon is committed to protecting the privacy and personal information of our customers. This Privacy Policy explains the types of information we collect, how we use it, and the choices you have regarding your information.

Information We Collect

When you visit our website or interact with us, we may collect personal information including:

- Name
- Email address
- Phone number
- Date of birth
- Appointment details
- Payment information
- Any information voluntarily submitted through forms or inquiries

We may also collect technical information such as:

- IP address
- Browser type
- Device information
- Website usage data

When you book an appointment at our YLG Salon, we may collect additional information relevant to providing beauty & wellness services.

How We Use Your Information

We use the information collected to:

- Schedule and manage appointments
- Send appointment confirmations and reminders

- Provide customer support
- Improve our services and customer experience
- Share promotional offers, newsletters, and updates
- Process payments securely
- Analyze customer preferences and service trends

If you provide your email address or phone number, you may receive marketing communications from us. You can opt out of promotional communications at any time by clicking the unsubscribe link in emails or contacting us directly.

Sharing of Information

We do not sell, rent, or trade your personal information to third parties.

However, we may share information with trusted third-party service providers, including:

- Payment processing partners
- SMS, WhatsApp, email, and communication providers
- Marketing and analytics partners
- Technology and hosting service providers

Such sharing is limited to the extent necessary to provide and improve our services.

Data Security

We take reasonable security measures to protect your personal information against unauthorized access, misuse, disclosure, or alteration.

Sensitive information, including payment data, is transmitted through secure and encrypted systems.

Your Choices

You may choose not to provide certain information; however, some information may be required for us to provide our services effectively.

You may also request:

- Access to your personal information

- Correction of inaccurate information
- Removal of your information from our records, subject to applicable legal requirements

Updates to This Policy

YLG Salon may update this Privacy Policy from time to time. Any significant changes will be communicated through our website or other appropriate channels.

Contact Us

If you have any questions regarding this Privacy Policy or our data practices, please contact us at:

 customercare@ylg.co.in