

Terms of service

Lastly updated: 05.10.2024

We are Randevu.beauty (Individual Entrepreneur Ivan Meniailov), incorporated registered in Armenia under Individual Entrepreneur identification number 73089702, with registered office address in Yerevan, Armenia ("Randevu.beauty", "we", "us" and "our").

These are Terms of Service and Conditions ("**Terms of Service**") between you and Randevu.beauty for the use of the Randevu.beauty Platform (as defined below).

These Terms of Service apply to each booking you make through the Randevu.beauty Platform (as defined below).

Key terms

1. "**Appointment**" refers to any booking for one or more services offered by a Partner through the Randevu.beauty Platform, which includes any subsequent updates, rescheduling, or cancellations.
2. "**Client**" and "**you**" denote the individual utilizing the Randevu.beauty Services or purchasing any Partner Services.
3. "**Randevu.beauty Appointment Services**" encompasses all services related to appointment bookings, including the creation, updating, rescheduling, and cancellation of appointments, provided via the Randevu.beauty Platform.
4. "**Randevu.beauty Platform**" means the website located at Randevu.beauty, accessible through any web browser.
5. "**Partner Contract**" refers to any agreement between you and the relevant Partner regarding their Partner Services, which you book via the Randevu.beauty Platform. This includes any Partner Terms of Sale presented to you prior to the confirmation of your Appointment or Order.
6. "**Partner Website**" means the webpage(s) belonging to a Partner on the Randevu.beauty Platform, which may include information pertaining to their Partner Services.
7. "**Partner Services**" refers to any services provided by a Partner that are available for booking on the Randevu.beauty Platform, including the fulfillment of any Appointment.
8. "**Partner Terms of Sale**" encompass the date, time, pricing, Partner Services, discounts, location, and any other relevant information or terms and conditions provided through the Randevu.beauty Platform at the time an Appointment is made by the Client.
9. "**Partner**" refers to a selected third-party provider of goods and services that offers their goods and services on the Randevu.beauty Platform.

Our Services

Randevu.beauty provides a platform that facilitates your connection to our Partners, who offer various products and services in the beauty and wellness sector, including hair care, beauty treatments. Through the Randevu.beauty Platform, you can schedule an Appointment for a Partner Service, place an Order for a Product from a Partner, and make direct payments for your Services and Orders. It is important to note that Randevu.beauty does not operate any Partners, provide Partner Services, or fulfill any Orders for Products.

By utilizing the Randevu.beauty Services, you enter into an agreement with Randevu.beauty as per these Terms of Service. However, your agreement concerning Partner Services exists solely between you and the Partner.

Randevu.beauty serves exclusively as an intermediary between you and the Partners, acting as an agent for each Partner to facilitate and finalize your Appointment or Order.

Partner Services

If you utilize the Randevu.beauty Platform to schedule or order any services or products from a Partner, you simultaneously enter into a Partner Contract with the relevant Partner, which includes any Partner Terms of Sale.

The provision of Partner Services and fulfillment of any Appointment or Order are governed by the Partner Contract. Randevu.beauty is not a party to the Partner Contract you establish with the Partner.

Responsibilities of Our Partners

Our Partners are obligated to deliver Partner Services as specified in the applicable Partner Contract, including any associated Partner Terms of Sale.

We expect our Partners to guarantee that all information they provide for the Randevu.beauty Platform is accurate, complete, and not misleading in any manner. However, we are unable to independently verify the information submitted by Partners. It is the responsibility of each Partner to ensure that all Partner Services displayed on the Randevu.beauty Platform are both available and accurately represented. The descriptions and/or images of Partner Services presented on the Randevu.beauty Platform are intended solely for illustrative purposes, and actual Partner Services may differ from those descriptions and/or images.

Your Rights

As a consumer, you possess legal rights concerning services that are not delivered with reasonable care and skill, or that do not conform to the descriptions provided. For guidance regarding your legal rights, please consult your local Citizens' Advice Bureau. These Terms of Service do not affect your legal rights in any way.

Utilizing the Randevu.beauty Platform

To schedule any Appointment or place an Order through the Randevu.beauty Platform, you may opt to check out as a guest. You will need to provide specific information, including your name and mobile phone number.

Communication of Health and Other Relevant Information

It is your sole responsibility, or that of the individual receiving the Partner Services, to inform the Partner in advance of any medical or health-related conditions and/or specific requirements that may influence or be influenced by the Partner Services (including, but not limited to, allergy details and other health concerns). This responsibility includes verifying the suitability of any Product prior to purchase and seeking additional information from the Partner offering the Product if necessary.

Should you (or the applicable recipient of the Partner Services) neglect to disclose any such information to the relevant Partner, or fail to verify the suitability of a Product (including consulting with the pertinent Partner), neither Randevu.beauty nor the respective Partner shall be held liable for any injury, loss, or damages incurred as a result of the Partner Services that could have reasonably been prevented had you (or the recipient of the Partner Services) disclosed (or checked or requested) that information prior to receiving the Partner Services.

How to Schedule an Appointment or Place an Order

The Randevu.beauty Platform enables you to choose the Partner Services you wish to receive and to schedule an Appointment or place an Order for those services. Prior to confirming your Appointment or Order, you will have the opportunity to review and correct any errors. It is essential that you thoroughly read and verify all information related to your Appointment, along with any relevant Partner Terms of Sale, prior to finalizing your confirmation.

When you schedule an Appointment, we will act as the commercial agent for the Partner and forward your request to them. A Partner Contract will be established once we send you a Confirmation. All Partner Services listed on the Randevu.beauty Platform are subject to availability. We reserve the right to accept or decline any Appointment or Order on behalf of the Partner. Your Confirmation serves as your receipt from Randevu.beauty and will be delivered via email or SMS.

Making payments for Partner services

You will pay the Partner directly for Partner Services with cash, credit card, or another payment instrument accepted by the Partner.

Modifications and Cancellations of Appointments

Should you wish to modify your Appointment (including changing the time or date) in full or in part after receiving a Confirmation, you may do so via the Randevu.beauty Platform or by directly contacting the Partner.

Liability

In cases where we have acted negligently or violated a contractual obligation to you, we will be liable for any loss or damage incurred as a direct result, provided that such loss or damage is foreseeable. Loss or damage is deemed foreseeable if it is a natural consequence of our negligence or breach of contract, or if it was a consideration mutually acknowledged by both parties at the time you accepted these Terms of Service.

We shall not be held liable for the following types of loss, regardless of whether they arise from breach of contract, tort (including negligence), or any other cause, even if such losses are foreseeable: loss of income or revenue; loss of business; loss of profits; loss of expected savings; or loss of management or office productivity.

We do not limit or exclude our liability for death or personal injury resulting from our negligence, for fraudulent conduct or misrepresentation, or for any other liability that cannot be excluded or limited under applicable Georgian law.

We disclaim any liability for the delivery or non-delivery of Partner Services and/or Products. The responsibility for fulfilling all Partner Services and Products under your Partner Contract rests solely with the Partner.

Indemnification

You agree to indemnify and hold harmless Randevu.beauty from any and all claims, damages, obligations, losses, liabilities, costs, or debts, and expenses (including but not limited to attorney's fees and costs) arising from or connected to:

1. Your use (or misuse) of the Randevu.beauty Platform, including any data or content transmitted or received by you;
2. Personal information or any other data or content submitted via your booking, including, without limitation, any misleading, false, or inaccurate information;
3. Your breach or violation of any provision of these Terms of Service or any applicable law, rule, or regulation;
4. Your infringement of the rights of any third party, including Partners;

5. Any negligent or intentional misconduct; or
6. Any other party's access to and use of the Randevu.beauty Services using your unique username, password, or other security credentials.

Notices

Randevu.beauty may provide notices through general announcements on the Randevu.beauty Platform, via email, or through postal mail. Randevu.beauty will only accept notices addressed support@randevu.beauty by email, or by postal service sent to the following address:
Randevu.beauty, Chugureti District, Lochini Str. 3, Tbilisi, Georgia

Entire Agreement

These Terms of Service, along with any incorporated documents, constitute the full and complete agreement between you and Randevu.beauty, regulating your use of the Randevu.beauty Services and superseding all prior versions of such terms. Your agreement with the Partner, as set forth in the Partner Contract, governs the delivery of Partner Services and Products.

Enforcement and Severability

Randevu.beauty's decision not to enforce any particular right or provision within these Terms of Service does not amount to a waiver of that right or provision.

If any part of these Terms is deemed invalid, unlawful, or unenforceable by a competent court, the invalid portion shall be severed, and the remaining provisions will continue to be in full effect.

Governing Law

These Terms of Service are governed by, and construed under, the laws of Georgia. Both you and Randevu.beauty agree that any disputes or claims related to the provision of Partner Services via the Randevu.beauty Platform will fall under the non-exclusive jurisdiction of the courts of Georgia.

Interpretation

Where applicable, words used in the singular within these Terms shall hold the same meaning when used in the plural, and vice versa. Likewise, masculine terms are intended to include the feminine, and vice versa.

Need Assistance?

We value your experience and are committed to upholding the highest standards of service.

If you have any suggestions, questions about the Randevu.beauty Platform, or wish to raise a concern regarding one of our Partners or their services, please:

- Try addressing the matter directly with the Partner to seek resolution;
- Contact us at support@randevu.beauty

Should you reach out to us at support@randevu.beauty, we may communicate with the Partner in an effort to resolve the issue.