Partner Agreement — Individual Professional

Last updated: 19 November 2026 · Version 2.13 · www.pampaapp.com/partner-agreement

1. What this agreement covers

This agreement sets out the terms under which you, as an individual professional, use the Pampa app to offer and deliver beauty and wellness services to customers. By tapping "I agree" during sign-up, you enter into this agreement with Pampa.

You are entering into this agreement as a natural person — that is, in your own name. If you are signing up on behalf of a business with staff, the Salon Partner Agreement applies instead.

2. What Pampa is — and is not

Pampa is a marketplace platform. We connect customers with independent beauty and wellness professionals. We do not provide beauty or wellness services ourselves.

You are not an employee, contractor, agent, or representative of Pampa. Nothing in this agreement creates an employment, partnership, joint venture, or agency relationship between you and Pampa. You are an independent operator who uses the Pampa platform to find customers, manage bookings, and process payments.

You are free to:

- Set your own prices for each service you offer.
- Set your own availability and working hours.
- Set your own service area (how far you are willing to travel).
- Accept or decline any booking request at your discretion.
- Work with other platforms, maintain your own client base, and operate your business however you see fit outside of Pampa.

Pampa does not direct or supervise how you deliver your services.

3. Your obligations

3.1 Deliver services personally

As an individual professional, you agree to deliver all Pampa bookings personally. You must not send another person to attend a booking on your behalf without the customer's prior agreement.

3.2 Comply with the law

You must comply with all applicable Australian Commonwealth, State, and local laws and regulations that apply to the beauty and wellness services you provide. This includes, but is not limited to:

- Any licensing, registration, or certification requirements for your trade in New South Wales.
- Workplace health and safety obligations.
- Consumer protection laws, including the Australian Consumer Law.
- Tax obligations, including income tax and GST if you are registered for it.
- Any local council regulations that apply to mobile service delivery.

Pampa does not monitor or enforce your compliance with these laws. Compliance is your responsibility alone.

3.3 Behave professionally

When delivering services through Pampa, you agree to:

- Arrive at the agreed time, or notify the customer and Pampa promptly if you will be late or cannot attend.
- Present yourself in a manner consistent with your Pampa profile.
- Treat every customer with respect and courtesy.
- Leave the customer's premises in a clean and tidy state.
- Not engage in any conduct that is unlawful, threatening, abusive, harassing, or discriminatory.

3.4 Maintain accurate contact details

You must keep your contact details (phone number, email) current in the Pampa app so that customers and Pampa can reach you about active bookings.

3.5 Identity verification

You must complete Pampa's identity verification before you can accept bookings. Verification confirms that you are the person whose name appears on your Pampa profile. It is separate from the credential declarations described in section 4 (ABN, insurance, certifications, etc.), which remain your own warranties.

Identity verification is performed either by Pampa staff (manual review) or by a third-party identity verification provider (Persona), which collects a government-issued photo ID and a selfie (biometric information). The processor performs document authenticity and face-match checks and returns a verification result to Pampa.

If you are not verified, you will appear in customer search but you will not be able to accept bookings. A verification lasts one year; after that it expires, and you can't accept new bookings until you renew it in the app. Customers attempting to book you are informed of your verification status before they submit.

Customers don't have to verify their identity before sending you a booking request. Each request shows whether the customer has verified. When you accept a request from a customer who hasn't verified, you can ask them to verify before they pay; this option is selected by default. If you choose not to ask, you accept that Pampa has not confirmed that customer's identity. You can still decline any request.

By using Pampa as a professional you consent to identity verification by Pampa or its designated third-party provider, and to the processing of your verification data as described in our Privacy Policy.

A verification result of "verified" displayed as the "Verified Pro" badge on your profile does not constitute an endorsement of your qualifications, skill, or conduct — it confirms identity only.

3.6 Keep Pampa bookings on Pampa

Once the customer has paid for a booking, Pampa lets you contact them so you can deliver that booking. You must not use their contact details to arrange, take payment for, or complete that booking — or further bookings with a customer Pampa introduced to you — outside the app in order to avoid the Pampa Service Fee.

This does not restrict your independent business. Customers you find through your own channels are entirely yours, and you are free to work with them however you wish off Pampa. This clause only protects bookings and customer relationships that originated through the Pampa platform.

Pampa may suspend or terminate your account if you circumvent the platform in this way.

4. Your credentials — accuracy and disclosure

4.1 What you can declare

During onboarding and at any time afterwards through the "Stand Out" section of the app, you may declare the following credentials:

- Australian Business Number (ABN) — optional
- Public liability insurance (insurer and policy details)
- Professional certifications (e.g., Certificate III in Hairdressing)
- Product types you use (standard, organic, vegan, or a combination)
- Product brands you use
- Your gender
- Whether you travel with an assistant (chaperone policy)

All credential fields are optional. You are not required to complete every field. However, any information you do provide must be accurate and current.

4.2 Your warranty of accuracy

By entering any credential information, you warrant that:

- The information is true, accurate, and not misleading at the time you provide it.
- You hold or possess the qualifications, insurance, or registrations you claim to hold.
- You will update your credentials promptly if they change, expire, or are revoked.

If you declare an ABN, you warrant that the ABN is validly registered to you and that you are entitled to use it for the services you offer through Pampa.

If you declare public liability insurance, you warrant that the policy is current and provides coverage for the mobile beauty and wellness services you deliver through Pampa bookings.

4.3 How Pampa displays your credentials

Pampa displays the credentials you provide on your profile under the label "Provided by [Your Name]". This label tells customers that the information comes from you, not from Pampa.

Pampa does not independently verify, check, or validate any of the credentials you provide. If an ABN is added, we check it against the Australian Business Register before showing the Registered Business badge. We do not check any other credential. We do not contact your insurer. We do not confirm your certifications with any issuing body. The "Provided by [Your Name]" label reflects this — it is a factual statement that the information was supplied by you.

4.4 Credential snapshots

When a customer creates a booking with you, Pampa captures a snapshot of your declared credentials at that moment and attaches it to the booking record. This snapshot is not modified afterwards, even if you later update your profile. It serves as the record of what you represented to the customer at the time of that booking.

5. Bookings

5.1 How bookings work

1. A customer selects one or more of your services, picks a date and time, and submits a booking request.

2. You receive a notification and can review the request, including any preferences or allergy information the customer has provided.

3. You choose to accept, decline, or propose an alternative time. You are under no obligation to accept any booking.

4. If you accept, the customer is asked to pay the service price through Stripe.

5. Once the customer pays, the booking is confirmed and both parties receive a confirmation.

6. On the day of the appointment, you travel to the customer's location and deliver the service.

7. As you go, you mark On my way and Arrived in the app, and the customer starts the appointment and marks it complete.

If you don't mark the steps. Pampa asks the customer whether you arrived and whether the appointment took place, and they can start it in the app themselves. Your earnings for the booking are available once the customer confirms it took place. If they tell us it didn't, Pampa reviews the booking and holds your earnings until it is resolved. If they don't answer within 48 hours, the booking is completed where a step was recorded in the app that day, and is otherwise reviewed by Pampa. Marking the steps keeps a record of your visit, which helps Pampa support you if there is ever a question about a booking, and lets your earnings come through without waiting on the customer.

Instant booking (optional). If you turn on instant booking, customers pay when they book and the booking is confirmed straight away, without your acceptance. Customers are offered only the times you are available on Pampa, so you are responsible for keeping your availability and busy times up to date. You can't propose a different time on an instant booking. While instant booking is on, you must keep push notifications and booking emails turned on. The travel fee is worked out from your travel settings when the customer books and can't be changed afterwards. You can turn instant booking off at any time; bookings already confirmed stay.

How quickly you reply. Pampa works out how quickly you usually reply to booking requests, from your most recent requests, and shows it to you. Once you have replied to at least 3 requests, customers see "Usually replies within an hour", "a few hours" or "a day" on your profile and when they book you. Nothing is shown to customers if you usually take longer than a day, or while instant booking is on. Accepting, declining or offering another time each count as a reply. A request that closes without a reply counts as slow.

5.2 Additional services during an appointment

During or at the end of an appointment, you and the customer may agree in person to additional services beyond what was originally booked. This is common in beauty and wellness — for example, a customer may ask for an extra treatment, or you may identify that preparation work is needed before the booked service can be performed.

If additional services are agreed in person, you may add them through the "Additional Services" feature in the app and send an invoice to the customer. This creates a separate payment request processed through Stripe.

You must only invoice for services that the customer has agreed to in person. The in-person discussion between you and the customer is where the agreement for additional services is made. The app's invoice is the billing mechanism for that agreement, not the agreement itself.

5.3 Cancellation

You can cancel a confirmed booking in the app, and you must give a reason when you do. Cancelling refunds the customer in full — the service price and the Pampa Service Fee — automatically, and notifies them straight away. You keep nothing from a booking you cancel. If you cannot reach the app, contact Pampa as soon as possible so arrangements can be made for the customer. Cancellations are recorded, and repeated late cancellations may affect how your profile is shown to customers.

You can cancel an instant booking within 2 hours of receiving it, or before the appointment starts if that is sooner, without it counting as a late cancellation. After that, it is recorded like any other cancellation. The customer is refunded in full either way.

5.4 Connected calendars are a helping hand, not a guarantee

You can connect an outside calendar (such as Google Calendar or your other booking software) so that Pampa can show you when you are already busy.

This is a convenience feature:

- We only read your calendar. We never create, change or delete anything in it.
- Depending on your setting, customers may not be offered times your calendar shows busy, and a new request for such a time may not go through. A connected calendar never cancels or declines a booking you already have.
- If you choose Allow bookings, we let you know about any overlap, for example in the request notification, and accepting is always your decision.
- We rely on information supplied by the other calendar provider. It may be incomplete, delayed or unavailable — for example if the provider is down, you change your outside calendar without it syncing through, or you disconnect it.

You remain responsible for managing your own availability and for the bookings you accept. Pampa is not liable for a double-booking, a missed appointment, or any loss arising because a connected calendar did not show something, or showed it late.

6. Fees and payment

6.1 How you get paid

When a customer pays for a booking, the full service price is collected by Stripe and deposited into Pampa's Stripe account. Pampa then calculates your earnings by deducting the card processing fee described below. Your earnings are held in Pampa's Stripe account until you request a payout.

6.2 Pampa Service Fee

Pampa takes no commission: it does not deduct a platform fee from your earnings. The only deduction is card processing (see 6.3). If you run an offer, its discount comes off your price. Offers that Pampa runs, including Pampa vouchers, are paid for by Pampa: the customer pays less, and your earnings are worked out on your full price. If a customer cancels late and only part of the price is refunded, you keep the part that isn't refunded.

The Pampa Service Fee is charged to the customer separately, on top of your service price. It is worked out on the service price, before any offer and not including any travel fee: 10% of the service price when the service price is under $300 AUD, and a flat $25 AUD when the service price is $300 AUD or more. It is waived on the customer's first paid booking. The Service Fee is Pampa's revenue — it is not paid to you and does not affect your listed price or your earnings calculation.

If a booking is cancelled and the customer receives a partial refund, the Service Fee is refunded to the customer in the same proportion as the service price.

6.3 Transaction processing fee

A payment processing fee of 1.7% + $0.30 AUD applies to each transaction. This is the rate Pampa is charged by Stripe for domestic Australian card payments (GST inclusive) and is passed through to you. Each booking has at least one transaction (the initial payment); a second transaction occurs only if you add extra services during the appointment and the customer pays them. The processing fee applies once per transaction because Stripe charges Pampa once per transaction.

The processing fee is worked out on the part of the service price the customer's card pays. Any travel fee is passed on in full, with no fee taken from it. When a Pampa offer or voucher pays part of the price, no card is charged for that part, so no fee is taken on it; when it covers a payment in full, no processing fee applies to that payment.

6.4 Worked examples

Example A — initial booking only ($100 service):

- Processing fee: ($100.00 x 1.7%) + $0.30 = $2.00
- Your earnings: $98.00

Example B — initial booking + $50 of additional services added during the appointment:

- Initial — Processing: ($100.00 x 1.7%) + $0.30 = $2.00
- Additional — Processing: ($50.00 x 1.7%) + $0.30 = $1.15
- Total fees: $3.15
- Your earnings: $146.85

Example C — $100 service with $40 off from a Pampa offer (the customer's card pays $60):

- Processing fee: ($60.00 x 1.7%) + $0.30 = $1.32
- Your earnings: $98.68

All amounts are in Australian Dollars (AUD). International cards are charged at a higher Stripe rate; if a customer pays with a non-AU card the higher processing fee will be passed through.

6.5 Payouts

To receive your earnings, you submit a payout request through the app and provide your Australian bank account details (BSB, account number, account holder name, bank name). Pampa staff will process your payout manually by transferring funds from Pampa's Stripe account to your nominated bank account.

The smallest payout you can request is $10 AUD. Pampa aims to send a payout within 2 to 3 business days of your request, and your bank may take 1 to 3 more business days to show it. Pampa will process payout requests within a reasonable time.

6.6 Changes to fees

Pampa may change the Pampa Service Fee or the transaction processing fee, or introduce a fee on your earnings, by giving you at least 30 days' written notice through the app. If you do not agree to a fee change, you may terminate this agreement before the new fees take effect. Any bookings confirmed before the effective date of a fee change will be charged at the old rates.

6.7 Your tax obligations

You are responsible for your own tax obligations, including income tax, GST (if registered), and any other taxes or levies that apply to you. Pampa does not withhold tax on your behalf. You should seek your own tax advice.

Tax invoices: if you are registered for GST, you authorise Pampa to issue tax invoices to your customers on your behalf for services booked through Pampa, showing your name, your ABN and the GST included in your price. Pampa uses the GST status recorded with your verified ABN and re-checks it with the Australian Business Register about once a month. Your prices on Pampa must include any GST you charge. If you are not registered for GST, Pampa's receipts show no GST for your services.

7. Photos and content

7.1 Photos uploaded during bookings

During a booking, you or the customer may upload before, during, and after photos through the app. These photos are public by default and will appear on your transformation gallery, which is visible to all Pampa users browsing your profile, and on your Pampa page on our website (pampaapp.com). The customer can make any of their booking photos private at any

time, and Pampa may hide any photo; a private or hidden photo can't be made public again from your account.

7.2 Content licence

By uploading photos or other content to the Pampa app, you grant Pampa a non-exclusive, royalty-free, worldwide, perpetual licence to use, display, reproduce, and distribute that content on the Pampa platform. This licence is for the purpose of operating and promoting the Pampa marketplace — for example, displaying your transformation gallery to prospective customers.

You represent and warrant that:

- You have the right to upload the content and to grant this licence.
- The content does not infringe the intellectual property rights, privacy rights, or any other rights of any third party.
- If the content depicts any person other than yourself, you have obtained that person's consent to the upload and to the use described in this section.

7.3 What happens to photos if you leave or your account is deleted

If your account is deleted, your transformation gallery photos will be preserved in anonymous form. Your name and personal details will be removed from the associated booking records, but the photos themselves will remain on the platform. This is because the photos form part of the platform's content and may also form part of the customer's booking history.

8. Privacy and personal information

8.1 What Pampa collects from you

Pampa collects the following information from you:

- Your name, email address and profile photo (from Google or Apple sign-in), and your phone number.
- Your social media handles and Socials gallery photos, if you add them.
- Your base location and service radius.
- Your weekly availability schedule.
- The services you offer, including names, descriptions, prices, and durations.
- All credential information you provide (ABN, insurance, certifications, product types, product brands, chaperone policy).
- Photos you upload during bookings.
- Your bank account details when you submit a payout request.
- Your location while you are on the way to a customer and after you arrive, until the service starts.

8.2 How your information is used

Your information is used to operate the Pampa marketplace — to display your profile to customers, to match you with bookings, to process payments and payouts, to deliver push notifications, and to resolve any disputes that arise. Full details are set out in the Pampa Privacy Policy, which you should read separately.

8.3 Customer information

With a booking request, you receive the customer's name, the suburb of the service address, and any allergy or sensitivity information they have shared. Their phone number is shared once they pay, and the exact address once you set off. You must treat this information as confidential and use it only for the purpose of delivering the booked service. You must not

store, share, or use customer information for any other purpose, including marketing to the customer outside of the Pampa platform.

Allergy and sensitivity information is health information under Australian privacy law and must be treated with particular care.

8.4 Rating customers

After a completed appointment, you can rate the customer with stars, short tags and a note that only Pampa sees. Ratings must be honest, based only on that appointment, and never on a customer's race, religion, sex, gender identity, sexuality, disability, age or any other protected attribute. Other professionals see only a summary, never your name, your note or your individual rating. If you felt unsafe, you can tell us when you rate; that goes to Pampa staff as a safety report, not into the rating. A safety concern during an appointment should still go through Need help with this booking? straight away. Pampa may remove a rating that breaks these rules.

8.5 Booking notes and private notes

Booking notes are for the booking: your note to the customer, which you can write or change until you accept, and aftercare once the appointment has started. The customer sees them and is told when your note changes. Pampa keeps any earlier version and may read booking notes when looking into a safety report, complaint or dispute, so keep them professional. Changes to the services or the price must be made through the booking in the app, not agreed in a note.

You can keep private notes about a customer you have had a booking with, to help you look after them next time. The customer can't see them in the app, but can ask Pampa for the information held about them, and Pampa may read them to deal with a complaint or a legal request. Private notes must be respectful, factual and only about how you deliver your service to that customer. They must not include health information (allergies and sensitivities belong on the booking, where the customer shares them), payment details, or anything about a customer's race, religion, sex, gender identity, sexuality, disability, age or any other protected attribute. Pampa may remove a note that breaks these rules.

9. Suspension and termination by Pampa

9.1 Suspension

Pampa may suspend your account immediately if we reasonably believe that:

- You have breached this agreement.
- You have engaged in conduct that may pose a risk to the safety or wellbeing of a customer.
- The credentials you have declared are inaccurate, misleading, or fraudulent.
- You are the subject of a complaint that we are investigating.
- Continued access to the platform may expose Pampa, customers, or other professionals to legal liability.

Where practicable, we will notify you of the suspension and the reason for it. During a suspension, your profile will not be visible to customers and you will not receive new booking requests.

9.2 Termination by Pampa

Pampa may terminate this agreement and permanently close your account if:

- A suspension issue is not resolved within a reasonable time.
- You have committed a serious or repeated breach of this agreement.
- You have engaged in conduct that is unlawful, fraudulent, or seriously harmful to

customers, Pampa, or the reputation of the platform.

We will notify you in writing if we terminate your account and provide the reason, except where we are legally prevented from doing so.

9.3 Outstanding earnings on termination

If your account is terminated, any outstanding earnings that have been calculated but not yet paid out will still be paid to you, less any amounts Pampa is entitled to withhold (for example, to cover refunds owed to customers for bookings you did not complete).

10. Termination by you and account deletion

10.1 You can leave at any time

You may terminate this agreement and close your account at any time by using the account deletion feature in the app (Profile > Delete My Pampa Pro Account, at the bottom of Profile). You do not need to give a reason. You can't delete the account while a booking, refund or payout is still open.

Before deleting your account, you should:

- Complete or cancel any outstanding bookings.
- Submit a payout request for any earnings you are owed.

10.2 What happens when your account is deleted

Pampa uses anonymisation rather than hard deletion. When your account is deleted:

Removed:

- Your name, email, phone number, profile photo, bio, home address, location coordinates, and service radius.
- All credential information (ABN, insurance, certifications, product types, brands, chaperone policy), except the insurance details recorded on past bookings, which are kept in case a customer makes a claim.
- Bank account details from any payout requests.

Kept in anonymous form:

- Booking records — your name will be replaced with "A Pampa Professional" so the customer retains their booking history.
- Reviews left by customers about you — the review text and star ratings remain, but they are no longer linked to an identifiable person.
- Transformation gallery photos from your bookings — the photos remain on the platform but are no longer linked to your name or profile.
- Financial records (invoices, payout amounts, dates) — retained in anonymous form for tax and audit purposes.

Disabled:

- Your login credentials. You will be signed out and will not be able to sign back in.
- Your visibility on the platform. You will no longer appear in any customer search results.

11. Liability

11.1 Your liability to customers

You are solely responsible for the beauty and wellness services you deliver. If a customer suffers loss, damage, or injury as a result of your services, the claim is between you and the customer. Pampa is not a party to the service contract between you and the customer and

does not accept liability for your services.

11.2 Pampa's liability to you

Pampa provides the platform on an "as is" basis. While we aim to keep the platform running reliably, we do not guarantee uninterrupted access, and we are not liable for any loss you suffer as a result of:

- Platform downtime, technical errors, or service interruptions.
- A customer failing to attend, cancelling, or disputing a payment.
- Any action taken by Stripe in relation to payment processing.
- Inaccurate information provided by a customer (including allergy or sensitivity information).

Nothing in this agreement excludes or limits any rights you may have under the Australian Consumer Law that cannot be excluded by law.

11.3 Indemnity

You agree to indemnify Pampa against any claims, losses, damages, costs, and expenses (including reasonable legal fees) arising from:

- The services you deliver through the platform.
- Any breach of this agreement by you.
- Any inaccuracy in the credentials or information you have provided.
- Any breach of applicable laws or regulations by you.

12. Insurance

Pampa strongly recommends that you maintain current public liability insurance covering the mobile beauty and wellness services you deliver. If you declare on the platform that you hold public liability insurance, you warrant that the policy is current, provides adequate coverage for the services you offer, and that you will notify Pampa promptly if the policy lapses, is cancelled, or is materially changed.

If you declare public liability insurance, you will be asked for your insurer, your policy number and the date your cover ends. Once that date passes, your profile stops showing you as insured until you add your renewed policy.

If a customer tells Pampa they intend to make a claim arising from a booking with you, you agree that Pampa may give that customer the insurer, policy number and cover end date you had declared at the time of that booking. Pampa only passes these details on — we do not assess, manage or decide claims, and any claim is between the customer, you and your insurer.

Declaring insurance you do not hold, or that has lapsed, is a breach of this agreement and may result in suspension or removal from the platform.

Pampa does not provide insurance coverage for you or your services.

13. Intellectual property

The Pampa name, logo, app, and all associated technology and content (other than content you upload) are owned by or licensed to Pampa. This agreement does not transfer any intellectual property rights to you.

You retain ownership of the content you upload (including photos), subject to the licence granted in section 7.2.

14. Dispute resolution

If a dispute arises between you and Pampa under this agreement, both parties agree to first

attempt to resolve it in good faith through direct discussion. If the dispute is not resolved within 30 days, either party may pursue the matter through mediation or, if mediation fails, through the courts of New South Wales, Australia.

Nothing in this section prevents either party from seeking urgent injunctive or interlocutory relief.

15. Changes to this agreement

Pampa may update this agreement from time to time. If we make a material change, we will notify you through the app at least 30 days before the change takes effect. If you do not agree to the updated terms, you may terminate this agreement before the changes take effect. Your continued use of the platform after the effective date of a change constitutes your acceptance of the updated agreement.

16. General

16.1 Governing law

This agreement is governed by the laws of New South Wales, Australia. Both parties submit to the non-exclusive jurisdiction of the courts of New South Wales.

16.2 Entire agreement

This agreement, together with the Privacy Policy, constitutes the entire agreement between you and Pampa in relation to your use of the Pampa platform as an individual professional.

16.3 Severability

If any provision of this agreement is found to be invalid or unenforceable, the remaining provisions continue in full force.

16.4 Waiver

A failure by Pampa to enforce any provision of this agreement is not a waiver of its right to do so later.

16.5 Notices

Notices under this agreement may be delivered through the Pampa app, by push notification, or by email to the address associated with your account.

16.6 Assignment

You may not assign or transfer your rights or obligations under this agreement without Pampa's prior written consent. Pampa may assign this agreement to a related entity or successor.

17. Acceptance

By tapping "I agree to the Partner Agreement" in the Pampa app, you confirm that:

- You have read and understood this agreement.
- You are entering into this agreement as an individual, in your own name.
- You agree to be bound by these terms.