Customer Terms of Service

Last updated: 19 November 2026 · Version 2.7 · www.pampaapp.com/tcs

1. What Pampa Is

Pampa is a mobile app marketplace that connects you with independent beauty and wellness professionals who come to you (typically your home, but you choose the location at the time of each booking). Pampa operates in Sydney and surrounding areas in New South Wales, Australia.

Pampa is not the service provider. When you book through Pampa, you are entering into an arrangement directly with the professional who will perform the service. Pampa does not employ the professionals on the platform. Pampa does not supervise them. Pampa does not direct how they deliver their services. Pampa does not set their prices. Pampa does not warrant the quality of the services they provide.

What Pampa does is provide the technology platform that allows you to discover professionals near you, view their profiles, book appointments, communicate scheduling details, make payments, upload photos, and leave reviews. Pampa also provides certain safety features described in these Terms. These safety features are informational tools and guidance — they are not guarantees of safety.

By using Pampa, you agree to these Terms. If you do not agree, please do not use the app.

2. Your Account

2.1 Signing up

You sign in to Pampa using your Google or Apple account. By signing in, you authorise Pampa to receive your name, email address, and (with Google) profile photo. You will also be asked to provide your phone number and your home location (entered as an address and pinned on a map).

2.2 Account accuracy

You agree to provide accurate, current, and complete information when creating your account and when making bookings. You are responsible for keeping your account information up to date.

2.3 Account security

You are responsible for all activity that occurs under your account. If you believe someone has gained unauthorised access to your account, contact us immediately through Profile > Send Feedback in the app.

2.4 One person, one account

Each account is for one person. You may not create multiple accounts or allow another person to use your account.

3. How Bookings Work

3.1 Browsing and selecting a professional

You can browse professionals near your location through the "Near You" screen. Each professional sets their own services, prices, availability, and service radius. You can view a professional's profile, which includes their services, prices, reviews from other customers, and any credentials they have declared.

3.2 Professional credentials are self-reported

Credentials displayed on a professional's profile — including but not limited to public liability insurance, certifications and product types — are provided by the professional themselves. Pampa does not independently verify these credentials. The one exception is an ABN: if a professional adds one, we check it against the Australian Business Register before showing the Registered Business badge. A professional's gender isn't shown; it is used only for the gender filter. Wherever credentials appear in the app, they are labelled "Provided by [Professional Name]" to make this clear.

This is distinct from the "Verified Pro" badge described in section 3.3, which refers only to identity verification (confirming the professional is who they say they are), not to the accuracy of credentials they declare.

You should make your own assessment of a professional's suitability for your needs. The presence of a credential on a professional's profile means only that the professional has declared it to Pampa — it does not mean Pampa has checked it.

If a professional has declared public liability insurance and something goes wrong at a booking, you can ask Pampa for the insurer, policy number and cover end date they had declared at the time of that booking, and we will pass them on. We cannot tell you whether a policy is valid or will respond to a claim, and Pampa does not take part in assessing claims — that is between you, the professional and their insurer. When a professional's declared cover end date passes, their profile stops showing them as insured.

3.3 Identity verification ("Verified Pro" badge)

Professionals must complete identity verification before they can accept a booking. Customers can send a booking request without verifying. Professionals can see whether a customer has verified, and when accepting a request they may ask the customer to verify before paying. If they do, the booking can't be paid for or confirmed until you have verified, and the usual time to pay still applies. A professional may also accept a booking from a customer who hasn't verified.

Verification confirms a person's identity; it does not confirm the accuracy of any declared credentials, qualifications, or business registrations.

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

A professional displaying the "Verified Pro" badge has completed this identity verification step. The badge does not constitute an endorsement, warranty, or guarantee of the professional's qualifications, skill, or conduct — it confirms identity only.

A tick beside a customer's name means that customer has completed identity verification. Like the "Verified Pro" badge, it confirms identity only.

A verification lasts one year. After that it expires and has to be renewed. Until it is, the badge or tick is no longer shown, and a professional can't accept new bookings.

If a customer attempts to book a professional who has not yet been identity-verified, the app will inform the customer before the booking is submitted, and the booking is held until the professional completes verification.

3.4 Making a booking

When you book a service, you:

- Select a professional and the service(s) you want.
- Choose a date and time from the professional's available slots.

- Optionally set preferences (gender preference, product preference, allergies or sensitivities).
- Pin your service address on a map.
- Confirm your phone number.
- Optionally add special instructions (for example, a gate code).
- Submit your booking request.

To book, you need push notifications or booking emails turned on, so you hear about any change to your booking.

Your booking request is sent to the professional, who may accept it, decline it, or propose a different time. When you send a request, you choose how long the professional has to reply, and you can change this while the request is waiting. A request the professional hasn't responded to by that time expires, as does any request still waiting at the appointment time. If no time was chosen, a request expires after 48 hours. A booking is not confirmed until the professional accepts it and you complete payment.

Some professionals take instant bookings. An instant booking is confirmed as soon as you pay, without a reply from the professional, and the professional can't propose a different time. If they cancel, you get a full refund (section 5.6).

3.5 Safety preferences and mismatch warnings

When booking, you can optionally indicate a gender preference, a product preference (such as organic or vegan products), and any allergies or sensitivities. If your preferences do not match the professional's declared profile, the app will show you a mismatch warning before you proceed. These warnings are informational — you can still choose to continue with the booking.

If the professional has declared that they may arrive with an assistant (a chaperone), that information will be shown to you during the booking process.

3.6 Allergy and sensitivity information

The allergies or sensitivities field collects health information about you. By entering information into this field, you separately consent to Pampa storing that information and sharing it with the professional attending your booking. This consent is specific to the health information you provide in that field. You are not required to fill it in — it is optional. If you do provide allergy or sensitivity information, it will be included in the booking details sent to your professional so they can take appropriate precautions.

4. Payments

4.1 How you pay

All payments are processed through Stripe, a third-party payment processor, in Australian Dollars (AUD). Pampa itself does not see, store, or have access to your credit card or debit card numbers — Stripe handles card security.

When the professional accepts your booking request, you will be prompted to complete payment. Payment is made through a Stripe payment screen within the app, which supports credit and debit cards and, on iPhone, Apple Pay. Apple Pay payments are processed by Stripe in the same way as a card payment. Your booking is confirmed once payment is successfully processed.

For an instant booking, your card is authorised when you book and charged up to 2 hours later. If the professional cancels before then, the authorisation is released and nothing is charged.

4.2 What you pay

You pay the service price set by the professional plus a Pampa Service Fee. The Pampa Service Fee is worked out on the service price, before any offer and not including any travel fee: it is 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 your first paid booking with Pampa. Pampa may add GST of 10% to the Service Fee, which is Pampa's own charge; when it does, the GST is included in your total and shown with the fee before you pay. GST is never added to the professional's price by Pampa: a professional registered for GST includes it in their own price. The fee is shown clearly in your booking summary before you pay so you always see the breakdown of service price, any travel fee, Service Fee, and total before confirming. If you cancel or receive a refund, the Service Fee is refunded with the same rules as your service price (refer to section 5).

Offers and vouchers: if an offer or voucher applies to your booking, its discount is shown before you pay and comes off what you pay. The Service Fee is worked out on the price before the discount. Some Pampa vouchers also cover the travel fee or the Service Fee, or the whole booking; when a voucher covers the whole booking, no card payment is taken.

4.3 Additional services during an appointment

Beauty and wellness appointments sometimes require additional work that was not part of the original booking. For example, a professional may identify that a colour correction is needed before a root touch-up, or you may ask for an additional service during the appointment.

Here is how this works in the app:

The conversation happens in person. Because the professional is physically at your home, any additional services are discussed and agreed between you and the professional face to face, during the appointment. The professional will only add services to the app after discussing them with you in person.

The app billing is the receipt, not the negotiation. After the in-person discussion, the professional enters the additional service(s) into the app with a description and price for each item. You will see a notification and a payment banner showing what was added, the price for each item, and a total amount. This banner is the billing record for the agreement you reached in person — it is not where the agreement is made.

Payment for additional services is a separate charge. When you tap "Pay" on the additional services banner, your card is charged through Stripe as a separate transaction from your original booking payment.

If you have a concern about an additional service charge — for example, if a service was added that you did not discuss or agree to, if there is a pricing error, or if you have any other dispute — you can raise it through Profile > Send Feedback in the app. A Pampa staff member will review your complaint. You may also contact the professional directly through the contact option shown on the payment banner.

4.4 Currency

All prices and payments on Pampa are in Australian Dollars (AUD).

5. Cancellation and Refund Policy

5.1 Cancelling before payment has been taken

You can cancel a booking request at any time before payment is taken from your card — including the period after a professional has accepted the request and the invoice has been sent, but before you complete payment. No payment has been processed at this stage, no fee applies, and there is nothing to refund. The slot is released back to the professional.

To protect professionals from holding a slot indefinitely, the booking will be automatically

cancelled if payment is not completed by the time shown on the booking. The professional chooses this time when they accept, from 30 minutes to 24 hours depending on how soon the appointment is. A deadline that would fall between 9 pm and 8 am may move to 9 am, and where possible it ends at least 2 hours before the appointment. You are reminded before it runs out. Both you and the professional are notified if the booking is cancelled, and you are free to rebook.

5.2 Cancelling a confirmed booking more than 24 hours before the appointment

If you cancel a confirmed booking more than 24 hours before the scheduled appointment time, you are eligible for a full refund of the amount you paid.

5.3 Cancelling a confirmed booking within 24 hours of the appointment

If you cancel a confirmed booking within 24 hours of the scheduled appointment time, a cancellation fee of 50% of the booking amount applies. The remaining 50% is eligible for refund. This fee covers the professional's preparation costs and the lost booking opportunity.

5.4 Cancelling after the scheduled appointment time

Cancellations made after the scheduled appointment time are not eligible for a refund under this policy. The same applies if you are not at the booked location, or can't be reached, when your professional arrives.

5.5 How refunds are processed

Refunds are issued automatically to your original payment method when a booking is cancelled — you do not need to request one, and we never need your bank details. Your refund amount is calculated from the rules above and shown to you in the app at the moment you cancel. Refunds typically take 5 to 10 business days to appear, though your bank may take longer. In the rare case a refund cannot be issued automatically, Pampa staff process it by hand and it may take a little longer.

5.6 Professional cancellations and no-shows

If a professional cancels your confirmed booking, or fails to arrive for your appointment, you are entitled to a full refund — the full service price and the Pampa Service Fee. When the professional cancels in the app, that refund is issued automatically and you do not need to do anything. If they simply fail to arrive, contact Pampa through Profile > Send Feedback and a staff member will handle it.

5.7 Additional services refunds

If you have a dispute about an additional service charge, raise it through Profile > Send Feedback. Additional service disputes are reviewed case by case by Pampa staff.

5.8 Your rights under Australian Consumer Law

Nothing in this cancellation policy limits your rights under the Australian Consumer Law. The refund amounts described above reflect Pampa's own cancellation policy. Your statutory rights apply in addition to, and are not limited by, this policy.

6. On the Day of Your Appointment

6.1 Professional en route

When the professional begins travelling to your location, you will receive a push notification. The app shows their status while they travel to you and when they arrive. This is provided as a convenience and safety feature — it is not a guarantee of arrival time.

6.2 Arrival safety check

When the professional arrives, the app shows their profile photo and name. For a salon booking, it shows the name of the staff member attending and, if the salon has added one, their photo. If you're not sure who has arrived, call the salon. Before you tap Start appointment, check that they match the person at your door and your booking. If something doesn't add up, you don't have to confirm. Use Need help with this booking? instead.

The appointment formally begins when you tap Start appointment. These steps are safety guidance to help you check that the person at your door is the professional you booked.

6.3 During the appointment

Either you or the professional may upload photos (before, during, or after the service) through the app during the appointment. See Section 7 for how photos are used.

6.4 If your professional doesn't use the app on the day

If your professional doesn't mark their arrival or the appointment in the app, Pampa may ask you whether they arrived and whether your appointment took place. You can also start your appointment in the app yourself once they are with you.

If you confirm that your appointment took place, the booking is completed and your payment is released to the professional. Appointments confirmed this way have no arrival check or check-ins on record, so Pampa has less information to help you if something goes wrong.

If you tell us your professional didn't arrive, or that the appointment didn't take place, Pampa reviews the booking and section 5.6 applies. Your rights under section 5.6 and under the Australian Consumer Law don't depend on anyone having marked a step in the app.

7. Photos

7.1 Uploading photos

You can upload before, during, and after photos in connection with your bookings. These photos are associated with your booking and the professional's profile.

7.2 Public visibility

Photos uploaded during bookings (before, during, and after photos) are public by default. Preparation photos aren't shown on profiles by default. Public photos may appear on the professional's transformation gallery in the app, and on the professional's Pampa page on our website (pampaapp.com), which anyone with the link can see. Your name is not shown with your photos on the professional's Pampa page.

You can make any of your booking photos private at any time from that booking in the app. A private photo is removed from the professional's gallery, their Pampa page and any look you have shared. Pampa may also hide any photo from public view.

By uploading a photo, you grant Pampa and the professional a licence to display that photo in the app and on the professional's Pampa page, for the purpose of showcasing the professional's work. This licence ends for a photo once you make it private.

7.3 Content you upload

You are responsible for the content of any photos you upload. You must not upload photos that contain illegal content, content depicting minors inappropriately, content that infringes someone else's intellectual property, or content that you do not have the right to share. Pampa may remove any photo that violates these Terms or that Pampa considers inappropriate, without prior notice.

8. Reviews

8.1 Leaving reviews

After your appointment is completed, you can leave a star rating and a written review for the professional. Your review is shown on their profile with your name and profile photo, and anyone browsing Pampa can see it. Reviews help other customers make informed decisions and help professionals build their reputation on the platform.

8.2 Review guidelines

Reviews must reflect your genuine experience with the professional and the service you received. You must not post reviews that are false, misleading, defamatory, or that contain personal attacks, hate speech, or content unrelated to the service you received.

8.3 Reviews and account deletion

If you delete your account, your reviews will remain on the platform in anonymised form. Your name and identifying details will be removed, but the review text and star rating will continue to be displayed. See Section 11 for details on account deletion.

8.4 Ratings from professionals

After a completed appointment, the professional can rate you with stars, short tags and a note that only Pampa sees. When you send a booking request, the professional may see a summary: your average rating and common positive tags once at least three professionals have rated you, or otherwise that you are new to Pampa or how many times you have booked. They never see an individual rating, a note, or who gave it. Pampa may use ratings, with other information, when looking into a safety report, complaint or dispute. See section 2.9 of the Privacy Policy.

9. Acceptable Use

When using Pampa, you agree not to:

- Use the app for any unlawful purpose.
- Provide false or misleading information in your profile, bookings, or reviews.
- Harass, threaten, or behave inappropriately towards any professional or other user.
- Attempt to circumvent Pampa's payment system by arranging direct payments with professionals outside the app for services discovered or booked through Pampa.
- Attempt to interfere with the app's operation, security, or other users' access.
- Use the app in any way that could damage Pampa's reputation or the experience of other users.

Pampa may suspend or terminate your account if you breach these Terms.

10. Disputes

10.1 Raising a dispute

If you have a problem with a booking, a professional, a payment, or anything else related to your use of Pampa, you can raise it through Profile > Send Feedback in the app. When submitting feedback, you can link your complaint to a specific booking so the Pampa team has the context they need.

10.2 How disputes are handled

Disputes are reviewed by Pampa staff. We will assess the situation based on the information available to us — including booking records, payment records, and communications from both parties — and communicate a resolution to you. Pampa's role in disputes is as the platform operator, not as a party to the service agreement between you and the professional.

10.3 Disputes about service quality

Because the service is provided by the professional and not by Pampa, disputes about the quality of the service itself are ultimately between you and the professional. Pampa will assist where it can — for example, by facilitating communication, issuing refunds where appropriate under the cancellation policy, or taking action against professionals who violate Pampa's policies — but Pampa is not responsible for the professional's work.

11. Your Account and Your Data

11.1 Deleting your account

You can delete your account at any time through the app. Account deletion is handled as follows:

- Your personal information (name, email, phone number, address, location data, profile photo, and any allergy or sensitivity information) is removed or anonymised.
- Your booking history is retained in anonymised form for record-keeping and financial audit purposes, but your personal details are stripped from those records.
- Your reviews remain on the platform in anonymous form (see Section 8.3).
- Photos you uploaded remain on the platform (see Section 7.2), but are no longer linked to an identifiable account.
- You cannot delete your account while a booking, refund or payout is still open. You must complete or cancel those bookings first, and wait for any refund or payout to finish.

11.2 What anonymisation means

When your account is deleted, your name is replaced with "A Pampa Customer" across all records. Your email, phone number, address, location coordinates, special instructions, and allergy information are permanently removed from your booking records. This process cannot be reversed — once your account is deleted and your data is anonymised, we cannot restore it.

11.3 Privacy

Pampa's collection, use, and handling of your personal information is governed by our Privacy Policy, which is available within the app. Please read the Privacy Policy — it forms part of your agreement with Pampa.

12. Pampa's Role and Limitations

12.1 Pampa is a marketplace

To be clear: Pampa provides a technology platform. The professionals on Pampa are independent operators. Pampa does not employ them, does not supervise them, does not control how they deliver services, and does not set their prices. When you book a service through Pampa, your contract for the service itself is with the professional, not with Pampa.

12.2 No warranty on professional credentials

As stated in Section 3.2, all credentials displayed on professional profiles are self-reported by the professional. Apart from checking ABNs against the Australian Business Register, Pampa does not verify insurance policies, certifications, qualifications, product claims, or any other credential. The label "Provided by [Professional Name]" means exactly what it says.

12.3 Safety features are guidance, not guarantees

Pampa provides safety features including preference matching, mismatch warnings, an arrival identity check, check-ins during the appointment, help requests through Need help with this

booking?, and on-the-way and arrival updates from the professional. These features are informational tools designed to support your safety. Pampa does not monitor appointments as they happen and is not an emergency service. We don't guarantee that anyone will respond to a check-in or help request, or how quickly. If you are in danger, call 000. These features are not guarantees that any appointment will be safe, that any professional is who they claim to be, or that any credential is accurate. The arrival check and check-ins work only when the appointment is started in the app (see section 6.4). You should exercise your own judgement about your personal safety at all times.

12.4 Limitation of liability

To the maximum extent permitted by law, Pampa's liability to you for any claim arising out of or in connection with your use of the app or these Terms is limited to the amount you paid for the specific booking that gave rise to the claim.

Pampa is not liable for:

- The quality, safety, or outcome of any service provided by a professional.
- The accuracy of any credential, qualification, or other information declared by a professional.
- Any loss, injury, or damage arising from a service provided by a professional.
- Any act or omission of a professional, including cancellations, no-shows, lateness, or misconduct.
- Any loss arising from circumstances beyond Pampa's reasonable control.

Nothing in these Terms excludes or limits any rights you have under the Australian Consumer Law that cannot be excluded or limited by law.

13. Changes to These Terms

Pampa may update these Terms from time to time. When we do, we will notify you within the app and give you the opportunity to review the changes. If you continue to use Pampa after updated Terms take effect, you agree to the updated Terms.

Material changes — such as changes to the cancellation policy, to how payments work, or to Pampa's liability — will be highlighted to you before you are asked to accept them.

14. General

14.1 Governing law

These Terms are governed by the laws of New South Wales, Australia. Any dispute arising out of or in connection with these Terms will be subject to the non-exclusive jurisdiction of the courts of New South Wales.

14.2 Australian Consumer Law

Nothing in these Terms is intended to exclude, restrict, or modify any rights you may have under the Competition and Consumer Act 2010 (Cth), including the Australian Consumer Law, that cannot be excluded, restricted, or modified by agreement.

14.3 Severability

If any part of these Terms is found to be unenforceable, the remaining parts continue to apply.

14.4 Entire agreement

These Terms, together with the Privacy Policy, make up the entire agreement between you and Pampa regarding your use of the app as a customer. They replace any prior understandings or agreements about the same subject matter.

14.5 Contact

If you have questions about these Terms, contact us through Profile > Send Feedback in the app or by email at support@pampaapp.com.

Pampa Beauty & Wellness

ABN 82 747 559 356

Phone: +61 424 188 928

Website: www.pampaapp.com