

01 / Partnership, onboarding and activation

Salon business rules | 25 September 2026 | Version 1.1

This guide covers appointments delivered at the salon and at the customer's location through Perinkle. Salon partners provide the booked services; Perinkle supplies the supported discovery, booking, payment and partner-management workflows. Product sales follow the separate Seller Business Rules, even where the same business operates both roles.

What must be ready before bookings begin

Complete business and owner verification, the salon profile, service catalogue, location and contact information, operating hours, staff availability and payout verification. Provide the documents requested for your business and services. Keep the registered owner and authorised team contacts current. Approval does not guarantee bookings, revenue, featured placement or a minimum business commitment.

Review your commercial schedule before activation. It must identify the salon commission plan and calculation base, promotion funding, applicable charges, settlement eligibility and timing, and the operating commitments accepted by both parties. The product seller commission default does not automatically apply to salon services. No single salon commission rate or universal payout deadline is established by this guide.

Locations and service modes

Identify each approved salon location accurately, including address, map position and customer contact instructions. Enable At salon, At home or both only where you can deliver the service. At-home coverage must reflect the actual areas your staff can reach. Opening hours, service availability and a specific appointment slot are separate: an open salon is not a promise that every service or staff member is available.

Who manages the account

The business is responsible for its authorised users, service information and booking actions. Keep access limited to people who need it and request access changes when a team member leaves. Inform support of a change of ownership, business identity or payout destination before using the changed details. Keep a copy of the accepted commercial schedule and subsequent agreed changes.

02 / Service catalogue, staff and availability

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A service listing should let a customer understand what they are booking, what is included, where it is available and how much it costs.

Service information to prepare

- Service name, category, clear description, inclusions and relevant exclusions.
- Duration, preparation or cleanup time, applicable service mode and eligible location.
- Displayed price, any permitted offer, tax treatment and separately disclosed visit or add-on charges.
- Staff skills, equipment and facilities needed, plus practical customer preparation instructions.
- Accurate photographs that you own or are authorised to use. Do not imply results or facilities you cannot provide.

Submit the information through the available partner service-management workflow. Complete any required review or corrections before treating a listing as active. Additional services and material changes follow the same review requirements where applicable. An approval turnaround must be confirmed with operations; this guide does not promise a fixed publication time.

Staff and calendar management

Keep staff assignments, working hours, breaks, leave, holidays and blocked slots accurate. Allow sufficient time for service duration and turnaround. For home visits, also allow travel and setup time. Account for walk-ins and bookings from other channels so the same staff or equipment are not committed twice.

Check availability after changing a service duration, staffing arrangement or opening time. A change to future availability does not automatically cancel an existing confirmed booking. Review affected bookings individually and coordinate a supported reschedule or cancellation when required.

Unavailable services and substitutions

Pause unavailable services promptly. If equipment, staff or required products become unavailable after a booking, inform the customer through the supported communication process and escalate the booking. Do not substitute a different treatment, location or professional in a way that materially changes the booking without informed customer agreement.

03 / Booking flow and service fulfilment

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Use the booking reference throughout confirmation, service delivery, billing and support so the same appointment can be reconciled across all records.

From request to completion

- **Receive and review:** check the selected service, appointment date and time, service mode, customer instructions, payment state and staff availability.
- **Confirm:** accept only appointments you can fulfil and complete required staff assignment. Follow the response deadline agreed for your salon; do not leave an unavailable booking unresolved.
- **Prepare:** reserve the staff, equipment and consumables. Share relevant preparation instructions through the approved channel.
- **Start:** confirm the customer and service details and record service start only when service begins.
- **Complete:** record completion accurately after delivery, complete the supported billing steps and explain any agreed aftercare.
- **Reconcile:** review the recorded payment, booking outcome, receipt or invoice and resulting earnings; raise discrepancies with the booking reference.

Customer arrival, delays and no-shows

If either party is late, contact them promptly and assess whether the full service can still be delivered safely without disrupting other bookings. Any waiting period, late-arrival cut-off or no-show charge must be specifically disclosed and agreed; this guide creates none. Do not mark an absent customer as having received a completed service.

For a no-show, failed visit or disputed attendance, retain the booking and communication timestamps and ask support to review the outcome. Do not treat an unexplained absence as automatic approval for a charge, refund refusal or payout.

Rescheduling and additional services

Agree the revised slot and record changes through the supported booking process. A message alone does not update the appointment record. If a requested change is unavailable in the app or website, contact support. Rescheduling must not be used to reset cancellation eligibility or bypass an existing fee.

Explain the scope and full price of an additional service before the customer agrees. Record the change through an approved workflow; if unsupported, obtain operations guidance. Do not add an undisclosed amount at arrival or collect a second payment for an amount already paid online.

04 / At-home visits, safety and service quality

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The salon remains responsible for the professional delivering the service, preparation, agreed equipment and conduct at the customer's location.

Before the visit

Verify the service address, coverage, agreed appointment time and any access instructions. Explain practical requirements such as suitable space, power or water when relevant. Confirm any disclosed travel or visit charge before booking acceptance. Product-order delivery charges and shared courier allocation do not apply to salon home visits.

Assign appropriately qualified staff and allow realistic travel time. Take the correct products, clean equipment and necessary protective materials. Check product condition and expiry and follow manufacturer instructions. Do not offer services beyond the staff member's competence or the business's permitted scope.

Consent, hygiene and privacy

Explain the service and relevant precautions before starting. Ask only for information needed to provide the service safely and follow applicable product instructions for sensitivity checks. Do not proceed where the service is unsuitable or consent is absent. Maintain clean tools, appropriate hygiene and professional conduct for both salon and home appointments.

Respect customer privacy. Obtain appropriate permission before taking photographs and separate service evidence from promotional use. Do not publish customer photos, addresses or personal details without the required permission. Use booking contact information only for authorised fulfilment and support.

Unsafe situations, incidents and interrupted service

Stop or decline work where there is a credible safety concern and seek appropriate immediate assistance if needed. Notify Perinkle support as soon as practical with the booking reference and factual details. Do not continue an unsafe service merely to achieve a completion target.

Report an injury, adverse reaction, misconduct allegation or property-damage complaint promptly. Preserve relevant records securely and cooperate with the review. Responsibility, any remedy and payment treatment depend on the facts and applicable terms; this guide promises neither automatic compensation nor an automatic deduction.

Current cancellation policy

System policy snapshot | 25 September 2026

Before service starts

These timing rules apply equally to customers and salons, before the service starts.

- Bookings originally made within two hours of their appointment can be cancelled without a penalty.
- All bookings have an additional 30-minute free-cancellation period from booking creation.
- For bookings made more than two hours ahead, cancellation remains free at least two hours before the appointment. After the grace period, cancellation inside the final two hours may incur the configured fee.
- Customer and salon fees are configured separately by Admin, with any non-negative amount, including ₹0. The exact fee is shown before cancellation and requires confirmation. When penalties are disabled, cancellation is free before the appointment starts, including inside the final two hours.
- Fees are recorded as separate pending balances. Booking refunds are processed independently to the original payment method, with eligible Perinkle Credits restored separately. Fees are not silently added to another booking or deducted from a payout.
- Pay pending fees from Cancellation fees when online payment is available. Eligible customers receive one automatic first-fee courtesy waiver; check Booking Details for availability. Contact support@perinkle.in for emergencies, app failures or disputes. Shopping checkout is separate. Started or completed services require support review.

05 / Cancellations, refunds and complaints

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The current system cancellation disclosure on this page explains timing, fee confirmation and separate fee balances. It applies before service start. The operational guidance below explains how to handle exceptions without changing that policy.

Cancellation handling

Use the booking cancellation action when available and review the displayed outcome before confirming. Record the real reason. If the salon cannot fulfil a booking, handle it as a salon-side issue; do not ask the customer to select a misleading reason or bear an undisclosed salon-caused charge.

Once service has started or completed, refer cancellation or refund requests to support. A partially delivered service requires review of what was actually provided. Do not mark it fully completed solely to release earnings, or create a replacement booking to conceal the original outcome.

Refunds and payment status

Eligible booking refunds are handled separately from cancellation fee balances. Follow the original payment and credit treatment shown in the policy and approved resolution. A requested, approved or processing refund is not the same as a completed bank credit. Payment-provider and bank processing can affect receipt; confirm the applicable timeline rather than promising an unsupported date.

For pay-at-salon or other customer-paid-directly bookings, identify what was actually collected and coordinate any approved refund through the supported process. Never issue duplicate refunds across the salon and platform. Keep the refund reference and evidence of payment or reversal.

Quality complaints and disputes

Ask for the booking reference, the issue, when it occurred and proportionate supporting evidence. Respond professionally and avoid requesting unnecessary sensitive information. A repeat service, partial refund or other remedy requires an agreed review outcome and customer consent where relevant; no blanket free-redo policy is created here.

Agree complaint response and escalation deadlines with operations. Keep the customer informed when a case is under review. A cancellation fee dispute, a service-quality refund and a payment dispute are distinct issues and must each remain traceable.

06 / Pricing, commission, promotions and visibility

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The salon's accepted commercial schedule and configured plan determine applicable commission and charges. Keep the displayed customer price, agreed commercial terms and actual settlement calculation consistent.

What the commercial schedule must specify

- Commission rate or plan, calculation base and treatment of service tax, discounts and refunds.
- Any introductory waiver and its dates, eligibility and end-of-offer treatment.
- Any separately accepted listing, subscription, payment-processing, visit, promotion or other charge.
- Who funds each customer discount and how that contribution appears in earnings.
- Refund and dispute adjustments, settlement eligibility, payout cut-off and bank-processing expectations.

No product seller rate, freight deduction or product COD charge should be assumed to apply to salon services. Additional commercial deductions need a disclosed basis. Cancellation fees remain separately managed under the booking cancellation policy rather than being silently deducted from payouts.

Offers and extra charges

Confirm eligible services, dates, capacity, discount limits and funding before an offer starts. State whether an offer can combine with another discount and how cancellation affects it. A Perinkle-funded contribution and a salon-funded discount must be distinguished during reconciliation. Do not require a customer to buy an undisclosed add-on to receive the advertised service.

Marketing and visibility

Featured listings, banners, campaign participation, social content or paid promotion may be discussed separately. Availability and eligibility require confirmation. For a paid package, agree deliverables, dates, price and taxes, creative approval, cancellation terms and measurement method before activation.

Approval or payment for a placement does not by itself guarantee bookings, impressions, a ranking position or a return on advertising spend. Dedicated campaign analytics and monthly business reviews must be expressly agreed; do not assume they are included in every salon account.

07 / Billing, earnings and settlements

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Service completion, recorded earnings, payout eligibility, payout processing and money received in the bank are separate stages.

Billing information

Maintain the correct legal business details, address, tax classification and other billing information requested by the system. Complete billing-profile review where required before relying on automated invoices or receipts. Review the document for the actual service and payment; correct errors through the approved process and keep an audit trail.

Service taxes, taxes on platform fees and any applicable statutory withholding are separate components. Their treatment depends on the verified business profile and current requirements. Confirm your filing responsibilities with a qualified adviser; this guide does not set tax rates or determine an individual salon's registration status.

Online payments and money collected by the salon

For online-paid appointments, reconcile customer payment against the salon's eligible net earnings. For cash or other amounts collected directly by the salon, record the collection accurately: Perinkle must not pay the same service amount to the salon a second time. Platform commission and other applicable balances may still need reconciliation under the supported settlement process.

Review the booking's recorded commission and tax breakdown rather than recalculating an old booking using a newly changed plan. Approved refunds, credits and adjustments must identify their original booking and reason. Resolve an incorrect payment mode or duplicate collection before requesting payout.

Payout eligibility and proof of payment

Confirm any completion-based eligibility rules, hold period, minimum amount, settlement frequency and cut-off in the accepted schedule. This guide does not create a universal credit period or automatic daily payout. Unresolved refunds, chargebacks or disputes may affect the relevant earnings under the applicable terms.

Earnings are accounting records, not a stored-value wallet. Partners cannot load funds, transfer balances or withdraw to another person's account. Payouts go to the approved business's verified destination. Bank verification validates that destination; it is not proof that a payout has occurred.

A paid settlement needs the appropriate bank or authorised-provider transaction reference. Match the amount and reference to bank receipt. If funds are missing or deductions differ, provide the booking or settlement reference, disputed line and expected amount to support. Agree the reconciliation and dispute-response timelines separately.

08 / Reporting, responsibilities and launch checklist

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Use the available partner records to review bookings, services, staff availability, earnings and payout status. Access depends on the account's enabled features and permissions.

Reporting scope

Confirm any requirement for service-wise sales, staff performance, utilisation, cancellations, refunds, date-range exports or campaign attribution before committing to a reporting format. A booking list or earnings view does not establish that a scheduled consolidated report exists. Custom reports, delivery cadence and monthly reviews require agreement.

Records and ongoing responsibilities

Retain accurate service, booking, billing and complaint records for the applicable purposes and required periods. Maintain relevant qualifications, business permissions and service standards. Inform Perinkle of material changes that affect fulfilment. Use customer data only for authorised purposes and protect staff access credentials.

Shared Partner Terms, privacy and account policies also apply. If your individual commercial schedule and the public guide appear inconsistent, raise the difference before accepting affected bookings or charges. Do not assume a support conversation changes a signed commercial commitment unless the change is properly documented.

Activation checklist

- Complete business, service-mode, location and payout verification.
- Confirm the salon commission plan, calculation base, full charges schedule and promotion funding.
- Agree booking response expectations, visit arrangements, late-arrival handling and complaint escalation contacts.
- Verify service descriptions, prices, durations, staff calendars and customer-visible information.
- Review cancellation rules, billing readiness, payment collection and settlement reconciliation.
- Check a controlled booking workflow and record the named operations and finance contacts before routine operation.

Support and current guidance

Contact support@perinkle.in using your registered business email and include the relevant booking, invoice or payout reference. Request the responsible operations or finance contact where needed. Never share passwords, OTPs or payment PINs.

Read the current [Salon Business Rules](#) and [Partner Terms](#) online. Businesses selling products must also review the separate [Seller Business Rules](#). Downloadable guides are dated snapshots; check the online policy and your accepted schedule for later changes.