

Standing Appointments FAQ

What is a Standing Appointment?

Standing Appointments are recurring appointments that a Member makes on a weekly, fortnightly or monthly basis for their appointments. The cycle goes on until we receive instructions to terminate the standing appointment.

Is a Standing Appointment for me?

A Standing Appointment is suitable for your consideration if you are coming in for the same service on a regular basis. For example, you may come in for a manicure every fortnightly, or for a haircut every 6 weeks; this may be for you.

Are a series of advance appointments the same as a standing appointment?

No, they are different. A series of advance appointments are individual appointments that are made across a period, however they do not necessarily run in a recurring frequency.

What details do I need to provide to set up a standing appointment?

For standing appointments, please provide us with the frequency (i.e. weekly, fortnightly etc.), your preferred staff, day and a few time slot options, the team will try their best to accommodate and offer you the best available slot.

Are my standing appointments confirmed?

Please do take note that while the dates for your standing appointments are tentatively confirmed, unfortunate circumstances may occur such as your preferred staff not being available. If there should be any such circumstances, we will inform you at the earliest possible time and offer alternatives. We thank you for your kind understanding.

I have an appointment every fortnight, however I need to postpone my appointment this week to the following week. In this case, can I change the entire cycle of my standing appointments so that it will continue to run 2 weeks from the postponed date?

Standing appointments are designed to accommodate Members who prefer to have a recurring appointment that runs on a set schedule. Any changes to the cycle of your standing appointments will be subjected to availability. While we understand your needs, we are able to facilitate this change once however, we highly discourage this form of change as it could cause logistical complications which may indirectly reflect errors to your future appointments.

What should I do if I am traveling for a period of time? E.g. 2 months

We appreciate that you advise the team on the dates that you will be traveling. During this period, these dates will be released for other Members who would like a reservation at sên.

I will be traveling intensively in the upcoming months and I am not sure when I will be back. Can I terminate all my standing appointment arrangements and arrange for the standing appointments when I return?

Yes, you may terminate your standing appointments with us.

However, please understand that we are unable to guarantee the availability of the same timing or preferred staff for the new standing appointments.

Are there any cancellation charges if I cancel my appointment?

Your treatment and your provider's time are reserved specifically for you. For the consideration of other Members who would like a reservation at sên, a 48-hour advance notice is appreciated should you need to shorten, change, cancel or reschedule your appointment. Anything less than 48 hours' notice will be subjected to a 50% charge of your services. 'No shows' or cancellations on the day itself will be subjected to 100% charge.

This is a standard market practice and the 'penalty' applies in other areas of The Club as well including private Tennis lessons and Personal Training sessions. We hope you understand the need for such a policy and that it is designed to accommodate as many of our Members as possible.



To book an appointment,
please email spa@amclub.org.sg or call 6739-4449.