

**CaseTrust**

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02 December 2015

Circular to all Accredited Spa and Wellness Businesses

Dear Sir / Madam,

MYSTERY SHOPPING AUDIT

Commencing in 2016, CaseTrust will be conducting mystery shopping audit at least once within the 2 years accreditation cycle for all new applicant and businesses renewing its accreditation with CaseTrust.

The objectives of the mystery shopping audit are:

1. To measure and evaluate the level of service provided
2. To identify areas for improvement in service offerings and delivery channels
3. To guide your business strategies and service delivery
4. To ensure compliance with requirements of CaseTrust

Your business will benefit from the mystery shopping report which provides feedback on your business' operations.

Kindly note that there will be an adjustment of annual management fee to S\$535 for first outlet and S\$267.50 for subsequent outlets to offset the costs incurred for the mystery shopping audits.

This new fee will apply to all CaseTrust accredited Spa & Wellness businesses, with CaseTrust certificate expiry date from 31 January 2016. For any new outlets that are applying for CaseTrust accreditation, the new fee will apply to applications received after 01 December 2015.

Please be reminded to comply with all CaseTrust accreditation criteria, terms and conditions found in CaseTrust Info Kit and CaseTrust Code of Practice. For any change in business operation which was not previously assessed, CaseTrust's approval is required before implementation. In this regard, businesses found to have breached CaseTrust requirements would be subjected to disciplinary actions including, but not limited to suspension or expulsion from the CaseTrust accreditation.

According to Clause 3.2(b) in the Licence Agreement, accredited businesses that breach CaseTrust requirements are to reimburse additional cost incurred.

Should you require further clarification, please call the CaseTrust Department at Tel: 6461 1800 or Email: casetrust@case.org.sg. Our officers are most willing to assist.

Thank you.

Yours sincerely,

Lee Lup Poon
Assistant Director, CaseTrust

ct/gwp/lip