

ROOP Platform Policies

Customer Policies & Artist Policies

Before publishing (fill these)

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Quick summary

- Purpose: Publishable policies for Customers and Artists on ROOP.
- ROOP's role: ROOP helps Customers discover and request bookings from independent Artists. And for Artists, we manage the role as a booking management platform.
- Payments: Unless explicitly enabled on ROOP, service payments are handled directly between Customer and Artist (ROOP is not the payment handler).
- Cancellation/Refund: the Artist's policy shown on their profile applies to that booking (unless ROOP explicitly states otherwise).

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1. Customer Policies

What customers should know

- A Slot Request is not confirmed until the Artist accepts it on ROOP.
- Once confirmed, the Customer and Artist coordinate details (timings, looks, customizations, etc).
- Unless ROOP explicitly enables in-app payments for a specific booking, payments are made directly to the Artist.
- Each Artist's Cancellation/Refund Policy shown on their profile applies to that booking.

A1. Definitions

In these Customer Policies, the following words have the meanings below:

- Customer: the person requesting/booking a service on ROOP.
- Artist: an independent professional listed on ROOP.
- Slot Request: a booking request sent by a Customer that is not confirmed until accepted by the Artist.
- Confirmed Booking: a booking accepted by the Artist on ROOP.
- Advance/Deposit: any amount requested by the Artist to block the date/time (if applicable).
- Additional Charges: travel, trial, early-morning fee, extra people, add-ons, or items not included in the base package.

A2. Eligibility & Account

- You must provide accurate details (name, phone, email) to use ROOP.
- You are responsible for activity on your account and for keeping your login/OTP (if any) secure.
- ROOP may suspend access for fraud, abuse, harassment, or repeated misuse of the platform.

A3. How Booking Works (Slot Request → Confirmation)

ROOP enables you to discover Artists and send Slot Requests. A Slot Request becomes a Confirmed Booking only when the Artist accepts it.

- You must provide complete booking details: date, venue, event type, preferred timing, number of people (if applicable), and special requirements.
- Artists may accept or reject Slot Requests based on availability, location, and fit.
- If an Artist does not respond, you may send requests to other Artists to secure your date.

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A4. Artist Response Timeline

- ROOP may display an expected response window (example: within 1–3 hours). This is a best-effort guideline, not a guarantee.
- If a request is not accepted within the expected window, we recommend requesting other Artists to secure your date.

A5. Payments (Customer to Artist)

Unless ROOP explicitly enables in-app payments for a specific booking, payment is handled directly between Customer and Artist. The Artist sets the payment schedule (advance/final), payment modes, and receipt/invoice process.

- Confirm the Artist's advance amount, due date, and payment modes before paying.
- If the Artist requires advance payment to block the slot, pay within the timeline communicated by the Artist (commonly within 24 hours).
- ROOP does not hold customer funds and cannot directly refund payments made to Artists. Refunds (if any) are processed by Artists as per their policy.
- Fraud prevention: pay only to the Artist's verified payment details shared during confirmed booking communication.

A6. Pricing Transparency & Additional Charges

- Prices shown on ROOP are base service prices set by Artists. Additional Charges may apply (travel, trial, early-morning, extra people, add-ons). ROOP does not interfere in the prices charged by Artists.
- Each Artist's service includes inclusions/exclusions. Review these before confirming.
- If you request changes after confirmation (extra looks, extra people, location changes), additional charges may apply.

A7. Cancellation, Reschedule & No-Show

Cancellation and refund terms are primarily set by the Artist and shown on the Artist's profile or communicated at the time of booking.

- Before acceptance: You may cancel a Slot Request at any time.
- After acceptance: Your cancellation/reschedule is governed by the Artist's policy (including advance retention/refund rules).
- No-show: If you are unavailable at the scheduled time/location beyond a reasonable grace period, the Artist may treat it as a no-show and charge as per their policy.
- ***If ROOP ever introduces a platform-level cancellation fee, it will be disclosed clearly and applied fairly as per applicable law.***

A8. Customer Conduct, Safety & Venue Readiness

- Provide a safe working environment and respectful conduct for the Artist and their team.
- Keep venue access, parking, and entry permissions ready (if applicable).
- Be available at the agreed start time. Delays may reduce service time or add waiting charges (as per Artist's policy).
- Harassment, abuse, discrimination, or unsafe behavior may lead to immediate suspension from ROOP.

A9. Reviews, Ratings & User Content

- Reviews should be honest, relevant, and based on your real experience.
- No abusive, hateful, or defamatory content. ROOP may remove content that violates these policies.

A10. Disputes, Support & Grievance

- For booking issues, contact ROOP Support using the details provided on the platform.
- ***ROOP may assist with mediation, but the service agreement is between Customer and Artist.***

A11. Platform Role & Limitation of Liability

- ROOP facilitates discovery and booking only. ROOP does not deliver the makeup/hair service.
- ROOP is not responsible for service outcome, product suitability, allergic reactions, or on-site disputes. Customers should communicate needs/allergies in advance.
- ROOP is not responsible for payments made directly to Artists or for refunds unless ROOP explicitly handled the payment for that booking.
- To the maximum extent permitted by law, ROOP's liability is limited to the amount (if any) paid to ROOP for platform use for the relevant booking.

2. Artist Policies

What artists agree to on ROOP

- Keep profile, pricing, and availability accurate.
- Respond to Slot Requests within the expected timeline shown on ROOP.
- Follow your displayed Cancellation/Refund Policy consistently.
- Handle payments transparently if payments are collected directly from customers.
- Maintain hygiene, professionalism, and respectful conduct.

B1. Eligibility, Verification & Compliance

- You must be legally eligible to provide services and comply with local laws and regulations.
- You may be required to provide your Makeup Certificate, city coverage, and portfolio proof.
- ROOP may pause or remove listings if verification fails or if repeated serious complaints arise.

B2. Profile Listing, Pricing & Accuracy

- Pricing must be accurate and match what you will charge customers for the listed service.
- Clearly specify inclusions and exclusions for each service (products, number of looks, duration, team size).
- Disclose Additional Charges (travel, trial, early-morning, accommodation, waiting, etc).
- Publish your Cancellation/Refund Policy on your ROOP profile and apply it consistently.

B3. Availability & Response Time

- Keep your availability updated and block dates you cannot serve.
- Accept or reject Slot Requests promptly. Not responding harms customer trust and may reduce your visibility/ranking on ROOP.
- If you accept a booking, confirm critical details (timing, venue, required services) as soon as possible.

B4. Communication After Acceptance

- After accepting a booking, contact the customer to confirm details (start time, location, service specifics).
- Communicate clearly on what you need from the customer (reference photos, skin concerns, allergies, schedule).
- Use respectful language and maintain professional boundaries.

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B5. Payment Handling (Artist-led)

As of now, ROOP does not process payments for your booking. So, you may collect payments directly from customers. You must handle payment terms transparently and fairly.

- Disclose advance amount, due date, payment modes (UPI/cash/bank transfer), and final settlement timeline upfront.
- Confirm receipt of payment in writing (message/receipt).
- Refunds (if any) must follow your published policy. Do not change the policy after receiving advance.
- You are responsible for any tax/GST obligations and invoicing/receipts as applicable.

B6. Cancellations, Reschedules & No-Show

- Your cancellation/refund policy must be clear and visible on ROOP.
- Avoid cancelling confirmed bookings. Multiple last-minute cancellations may lead to reduced ranking, or suspension.
- If you must cancel due to emergencies, inform the customer immediately and (where possible) suggest alternatives/referrals.
- Define no-show and waiting-time charges clearly (grace period, charges per hour, etc.).

B7. Service Standards, Hygiene & Safety

- Maintain hygiene: sanitized brushes, clean sponges, disposable applicators where appropriate.
- Use safe products (not expired) and disclose products on request.
- Arrive on time with buffer for venue access/traffic. Communicate delays proactively.
- Maintain respectful conduct at venues; no harassment, discrimination, or unsafe behavior.

B8. Customer Data & Marketing

- Customer contact details obtained via ROOP are for fulfilling the booking only.
- Do not spam customers or share their data with third parties without explicit consent.
- Any marketing messages must be opt-in and comply with applicable law.

B9. Reviews & Ratings (No Manipulation)

- Do not request, bribe, or pressure customers for positive reviews.
- Do not threaten or harass customers regarding reviews.
- ROOP may remove fake reviews and suspend accounts for review manipulation.

B10. Disputes & Cooperation

- Cooperate with ROOP Support during disputes by providing relevant information (messages, receipts, booking details).
- Respond to ROOP queries within a reasonable time. Non-cooperation may affect listing status.
- ROOP may mediate but does not guarantee any particular outcome.

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B11. Platform Actions, Suspension & Termination

- ROOP may adjust ranking/visibility based on responsiveness, cancellations, reviews, and platform trust signals.
- ROOP may suspend or remove listings for fraud, repeated last-minute cancellations, serious misconduct, or safety concerns.
- You may request account deactivation, subject to resolution of ongoing disputes and policy compliance.

B12. Liability & Insurance (Recommended)

- You are responsible for the services you provide and any claims arising from your service delivery.
- ROOP is not liable for on-site incidents, product reactions, or property damage caused during service.
- We recommend maintaining professional liability coverage/insurance where feasible.

3. Appendix: Recommended Templates & Checklists

C1. Customer Booking Checklist (Recommended)

Checklist

- Confirm venue address, entry time, and parking instructions.
- Share reference looks and any allergies/skin sensitivities.
- Confirm advance amount, payment mode, and due date (if paying directly to the Artist).
- Confirm add-ons: hair styling, saree draping, extra people, early-morning.
- Save ROOP booking confirmation and Artist contact details.