



Delivery, Refund, Return and Cancellation Policy

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Plain-language terms for memberships, bookings, services and merchandise.

Effective date: 1st July 2026 | Website: lefrenchclubisb.com

1. Scope of This Policy

This policy applies to payments, bookings, memberships, services, food and beverage orders, event packages, wellness appointments and any merchandise offered by Le French Club (Pvt) Ltd, trading as Le French Club Islamabad (the “Club”).

The Club primarily provides membership-based and on-premises services. Where no physical product is purchased, “delivery” means the electronic confirmation, activation or scheduled provision of the relevant service.

All amounts referenced in this policy are in PKR unless stated otherwise.

Master rule: where a specific booking confirmation, event contract or membership agreement states a different deadline, fee or condition than this general policy, the specific confirmation or agreement takes precedence.

2. Order, Booking and Membership Confirmation

After a successful online payment or approved booking request, the customer should receive confirmation through the website, email, SMS, WhatsApp or another stated channel. A payment acknowledgement does not by itself guarantee membership approval, event acceptance or reservation availability unless the confirmation expressly says so.

If confirmation is not received within a reasonable time, the customer should contact the Club and provide the payment reference, booking name, mobile number and transaction date.

3. Delivery of Services and Products

3.1 Membership and Service Delivery

Membership-related services are delivered through the Club's membership process, which may include information sharing, a conversation with Membership Relations, a private introduction, application review, approval and activation. Membership is not delivered by courier and is not automatically granted by payment.

3.2 Reservations, Appointments and Events

Dining reservations, wellness appointments, private tours and event services are delivered on the date and time confirmed by the Club. Customers are responsible for checking the confirmation details and arriving within the stated time.

3.3 Physical Merchandise

If the Club offers physical merchandise online, the product page or checkout will state the available delivery method, estimated time and charges. Delivery times are estimates and may be affected by courier delays, public holidays, weather, security restrictions or incomplete customer information.

4. Cancellation Policy

4.1 Customer Cancellations

A cancellation request must be made through the contact channel shown in the booking or payment confirmation. The applicable deadline, cancellation fee or non-refundable deposit will be disclosed before payment or in the relevant confirmation.

- Standard reservations and appointments should be cancelled within the notice period stated in the booking confirmation.

- Where a specific booking confirmation does not state a notice period, the default cancellation notice is 24 hours before the reserved time.
- Private events, packages and group bookings may require a deposit and a separate written cancellation schedule.
- Membership applications may be withdrawn before approval; however, an application or processing fee is refundable only where the Club expressly states that it is refundable.
- Failure to attend without notice may be treated as a no-show and may result in loss of the booking amount or deposit where this was disclosed in advance.

4.2 Club Cancellations

If the Club cancels a confirmed paid service and cannot offer a suitable alternative, the customer may choose an approved rescheduling option, account credit or a refund of the affected amount. The Club is not responsible for unrelated travel, accommodation or third-party costs unless required by law.

4.3 Cancellations Due to Force Majeure

Where the Club cancels, postpones or is unable to deliver a service because of circumstances beyond its reasonable control — including government orders, security incidents, natural disasters, public health measures or utility failures — the Club will offer rescheduling or account credit where reasonably possible. Cash refunds in force-majeure situations are provided at the Club's discretion, except where required by law.

5. Refund Policy

Refunds may be considered in the following situations:

- A duplicate or demonstrably incorrect charge.
- A paid service cancelled by the Club and not rescheduled or credited.
- A valid cancellation made within the disclosed cancellation period.
- A defective, damaged or materially incorrect physical product reported within the return period.
- Any other case where a refund is required by applicable law or expressly approved by the Club.

The following are generally non-refundable once properly supplied or used: completed services, consumed food or beverages, no-show charges disclosed in advance, activated or elapsed membership periods, personalised goods, perishable goods, hygiene-sensitive opened products and third-party charges that were clearly disclosed as non-refundable.

5.1 How to Request a Refund

- Contact the Club at info@lefrenchclubisb.com or +92 334 698 8888 and state “Refund Request” in the subject or opening message.
- Provide the customer name, transaction date, amount, payment reference, service or product purchased and reason for the request.
- Submit supporting material where relevant, such as the booking confirmation, receipt or photographs of a damaged item.
- The Club will aim to review the request and communicate an outcome within 5 business days of receiving all required information.

5.2 Refund Processing Time

Approved refunds will normally be initiated to the original payment method within 7 to 14 business days. The customer’s bank, card issuer or payment provider may require additional time to display the credit. Cash refunds will not normally be provided for card or online payments.

6. Returns and Exchanges

Services, memberships, appointments and food or beverages that have been consumed or completed cannot be physically returned.

Where the Club sells merchandise, an unused and unopened item may be returned within 7 calendar days of delivery, together with proof of purchase, unless the item is personalised, perishable, hygiene-sensitive, damaged through misuse or otherwise identified as non-returnable before purchase. The customer may be responsible for return delivery costs unless the item was incorrect or defective.

Any quality concern relating to food, beverages or an on-premises service should be reported immediately or on the same day so the Club has a fair opportunity to inspect and resolve the issue.

7. Chargebacks and Payment Disputes

Customers should contact the Club before initiating a chargeback so that genuine billing issues can be investigated promptly. This does not remove any right the customer may have through a bank, card issuer, payment provider or applicable law.

8. Eligibility and Minors

Membership, event attendance and certain services may be subject to age or guest eligibility requirements. Where applicable, these requirements are set out in the Club's Membership Terms / Guest Policy, and bookings made on behalf of a minor remain the responsibility of the adult member or guardian who made the booking.

9. Data Used to Process Refunds and Cancellations

Personal and payment information collected to process a booking, cancellation or refund request is handled in accordance with the Club's Privacy Policy, available at lefrenchclubisb.com/privacy-policy.

10. Governing Law

This policy is governed by the laws of the Islamic Republic of Pakistan, including applicable consumer protection legislation in the Islamabad Capital Territory. Any dispute arising from this policy that cannot be resolved directly with the Club shall be subject to the exclusive jurisdiction of the courts of Islamabad, without prejudice to any right the customer may have under mandatory consumer protection law.

11. Policy Changes

The Club may update this policy when its services, booking processes, payment methods or legal obligations change. The latest version will be posted on the website with an updated effective date.

Contact Us

For questions, complaints or requests relating to this document, please contact Le French Club (Pvt) Ltd, trading as Le French Club Islamabad, at info@lefrenchclubisb.com, +92 334 698 8888, or Ramna 5- Street 16 G / 5, Diplomatic Enclave, 44000 Islamabad, Pakistan.