

# Spa Terms & Conditions

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## GENERAL TERMS AND CONDITIONS

- The Spa reserves the right to alter your treatment times on the day if necessary. We endeavour to inform you of any changes prior to your arrival.
- Please note that all treatment times include medical consultation, set up and your chosen treatment.
- We kindly request that mobile phones are kept on silent or switched off in the spa.
- No photography is permitted in the changing rooms and on poolside
- We strongly advise leaving any special jewellery at home as this may be tarnished by the chlorine in the pool.
- Luxury Family Hotels will not be liable for damage, injury or consequential loss, however caused, to our customers, their property and belongings unless it is solely due to the negligence of the Company, its employees or agents.
- Offers cannot be used in conjunction with one another and are subject to availability.
- The spa reserves the right to deny entry or to ask any guest to leave should we deem behaviour to be inappropriate.

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## SPA MEDICAL CONSULTATION

At Luxury Family Hotels your health and safety is our number one priority, so if you are currently living with any medical conditions, are currently pregnant or have any allergens please let us know prior to your arrival. A full consultation will be completed with you before your treatment, but please note that if any contra-indications are found we may have to change or cancel your treatment.

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## PREGNANCY

Please note that we do not offer body treatments for ladies who are 1-12 weeks pregnant. From 12 weeks we offer a range of specially created treatments suitable for pregnancy. We do not recommend the use of any heat facilities or hydrotherapy facilities within the spa. If you need further guidance, please ask any member of the Spa Team.

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## SPA TREATMENT PAYMENT

Full pre-payment is required at the time of booking for all individual treatments, bookings are non-transferable 48 hours prior to your treatment. All treatments are subject to availability.

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## SPA DAY PAYMENT

Full pre-payment is required at the time of booking for all day packages. All spa day and treatment times are subject to availability. Bookings are non-transferable up to 48 hours prior to your visit.

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## METHOD OF PAYMENT

Fees are inclusive of VAT. Treatments will be charged at the rate as of the date of booking. We accept all major credit cards. Gift vouchers must be presented on the day of your visit and verified over the phone at the point of booking. Failure to present the voucher on the day will result in alternative payment being requested.

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## TREATMENT CANCELLATIONS OR NO SHOWS

Cancellations must be made no later than 48 hours prior to appointment. If your appointment has to be cancelled or amended within 48 hours of arrival, we regret you will incur full charge. If we are able to re-sell, charge will not apply. If you do not attend your appointment without letting us know beforehand, you will be charged in full. We advise guests to consider insurance to cover the cancellation of their spa treatment.

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## SPA DAY CANCELLATION OR NO SHOWS

We require 7 days notice of cancellation after which a 100% charge will be made. Up to 48 hours prior to the date of your spa day you can change the date of your spa day to within 3 months of the original date, but you are unable to receive a refund. No refund will be payable for non-arrival for a spa day without the required notice.

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## CHILDREN

Children under the age of 16 are not permitted to use the spa alone, they must be accompanied by an adult at the ratio of 1:2 (1 adult to 2 children). Entry will be refused if there are more than 2 children to 1 adult. Children under the age of 16 are not permitted to use any of the hydrotherapy or heat facilities in the spa area. Children are permitted only in the indoor swimming pool and outdoor swimming pool. The outdoor pool is subject to weather and also seasonal so we cannot guarantee that this will always be available. We have a specially created list of treatments for those under the age of 16 years, please speak to the spa for more details. Those having treatments who are under the age of 16 are required to have their treatment in our dual treatment room alongside a responsible adult aged 17 or over.

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## FACILITY USE

At Luxury Family Hotels we offer both Pamper Days and Spa Days dependent on the site you are visiting. Pamper days do not include access to leisure facilities. The package which you are booking will outline whether you have access to the leisure facilities. If you are unsure, please contact your chosen Spa directly.