

# *spa information*

## ***Booking***

Individual treatments and Spa packages will require full payment upon booking.

Please ensure that you arrive at the spa at least 15 minutes prior to your appointment in order to make full use of your treatment time and consultation. If you are having a spa treatment or spa package we will provide you with a robe, towel, slippers upon arrival. Swimwear must be worn at all times.

## ***Cancellation Policy***

Spa treatments must be cancelled within 24 hours prior to booking.

Spa Packages and group bookings must be cancelled within 48 hours prior to booking.

If notice is not given the full cost of the treatment will be charged.

## ***Spa Etiquette***

We politely request that you respect other guests and the ethos of the spa. Please switch your phone

to silent during your visit. Please leave your personal belongings and valuables in lockers.

## ***Medical & Allergy Information***

Some treatments are not suitable for certain medical conditions, please inform us on booking of any pre-existing medical conditions and we strongly recommend you consult your doctor before booking any treatments.

You must declare any surgery that has taken place in the last 12 months before your appointment. If surgery had taken place in the last 12 months your treatment may be cancelled.

Any conditions requiring life maintaining medication will not be accepted.

A patch test may be required 24 hours prior to certain treatments, please consult our spa therapists if you have any skin conditions, such as Psoriasis or Eczema, as well as any other allergies or conditions that may affect your treatment, for example a nut allergy. To avoid disappointment please consult a medical professional and provide a doctor's note clearing you from any treatments.

Treatments may be cancelled at the discretion of our spa therapists.

## ***Terms and Conditions***

The minimum age requirement for spa treatments, Jessica Nail treatments and use of spa facilities is 16.

When concerning our range of treatments available for minors under the age of 18, there must be parent's written consent. Parents must sit in the room with their child for the full duration of the treatment. Treatments will not go ahead without parent's written consent.

If you are thought to be under the influence of alcohol or drugs you will be refused your treatment.

***thank you for your support  
we hope you enjoy your visit!***

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**SPA**