

TERMS & CONDITIONS

1. PAYMENT

Full pre-payment of the package or treatment is required at the time of booking to secure your reservation. Payment may be made by debit or credit card or payment links.

Please note that refunds, whether in full or in part, cannot be issued in the event of early departure.

In uncontrollable circumstances, we may need to amend your booking (including date or details) or cancel your reservation. In such cases, a full refund will be issued.

2. TREATMENTS

All treatments are scheduled at the time of booking. Any special requests must be made in advance, and while we will do our best to accommodate them, treatment times may be subject to change due to staff availability.

We recommend booking any additional treatments at the time of your stay or spa day reservation to avoid disappointment on arrival.

3. CANCELLATIONS

Please arrive at the scheduled start time of your spa day unless advised otherwise, and at least **10 minutes** prior to any treatment appointments.

If you fail to attend a scheduled appointment or provide less than **24 hours** notice for cancellation, the full charge will apply.

If you are unable to attend, we will be happy to reschedule depending on availability, or cancel your booking provided at least **24 hours** notice is given.

4. PROMOTIONS

Special offers cannot be combined with any other offers, discounts, promotional codes, or complimentary stays. Only one promotion may be applied per booking. Once full payment has been made, a discount cannot be added or refunded.

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5. MINIMUM AGE

The minimum age of guests wishing to make use of our Spa facilities is 16 years old. You must be 18+ years old to have a treatment.

6. PREGNANCY

We offer a range of treatments suitable during pregnancy to support your wellbeing. The following terms apply to ensure your safety and comfort:

Treatments are available from 12 weeks (after the first trimester) only.

You must inform us of your pregnancy at booking and on arrival. Our therapists will advise on suitable treatments. Pregnant clients should avoid heat-based facilities.

We reserve the right to decline or adapt treatments if deemed unsafe.

7. ALLERGIES & INTOLERANCES

Please inform us of any dietary requirements or intolerances for you or your party at the time of booking.

By booking, you agree to these terms and conditions.