

Luxury Family Hotels Spa Terms and Conditions

Effective Date : October 2024

Welcome to the Spa at Luxury Family Hotels. These Terms and Conditions are designed to ensure the highest level of service and safety for all our guests. We ask that you take a moment to familiarise yourself with our policies to help make your experience as smooth and enjoyable as possible. By using our services, you agree to be bound by these terms. If you have any questions or concerns, please don't hesitate to reach out to a member of our staff for clarification.

Please note: Luxury Family Hotels reserves the right to update or amend these Terms and Conditions at any time without prior notice. Guests will be bound by the Terms and Conditions in effect at the time of their visit.

1. Treatment Time Adjustments

We understand that unforeseen circumstances may arise, which could require adjustments to your scheduled treatment times. The Spa reserves the right to alter your treatment times on the day of your booking if necessary. We will endeavour to inform you of any changes as soon as possible before your arrival.

- **Treatment Duration:** Please note that all treatment times include medical consultation, treatment preparation, and set-up, as well as your chosen treatment. We recommend arriving at least 10 minutes before your appointment to ensure timely commencement of your treatment.
- **Late Arrivals:** If you arrive late, your treatment time may be shortened to accommodate other guests, but the full cost of the treatment will still apply.

2. Medical Consultation

Your health and safety are our top priorities. A medical consultation is mandatory before all treatments to ensure that the services provided are safe and appropriate for you. If you have any medical conditions, allergies, or are pregnant, please notify us at the time of booking.

- **Contra-Indications:** Should any health concerns arise during the consultation that conflict with your chosen treatment, we may need to modify or cancel your booking. This is for your safety and to ensure the best possible treatment outcome.
- **Existing Conditions:** If you are undergoing medical treatment or taking medication, please consult with your healthcare provider before scheduling any spa treatments to avoid potential risks.

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3. Pregnancy Guidelines

For expectant mothers, we offer specially designed treatments to provide relaxation and care. However, for health reasons:

- **First Trimester (1-12 weeks):** No body treatments are offered during this period.
- **From 12 Weeks Onward:** A variety of pregnancy-safe treatments are available. Please note that the use of heat facilities, including saunas, steam rooms, and hydrotherapy, is not recommended during pregnancy. If you have any concerns or questions, please ask a member of our Spa Team for advice.
- **Postpartum:** After delivery, we recommend consulting your healthcare provider before scheduling any treatments, especially if you've had a Caesarean section or other complications.

4. Booking, Payment, and Cancellations

Spa Treatment Payment

- **Booking:** Full pre-payment is required at the time of booking for all treatments and pamper/spa day packages. This policy is in place to confirm your appointment and ensure availability.
- **Rates:** All prices include VAT and are charged at the rate applicable at the time of booking.
- **Gift Vouchers:** If using a gift voucher, please present it on the day of your visit and confirm its validity at the time of booking. Failure to present the voucher may result in alternative payment being required.
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Cancellation Policy

- **Individual Treatments:** Cancellations must be made no later than 48 hours prior to the appointment. Any cancellations made after this time or failure to attend your appointment will result in a full charge.
- **Spa Days:** We require a minimum of 7 days' notice to cancel or reschedule spa day packages. After this period, a 100% cancellation fee will apply. For cancellations made up to 48 hours prior, we offer the option to reschedule your booking within 3 months of the original date. However, refunds will not be provided.
- **No-Shows:** Should you fail to show up for your appointment without prior notification, the full treatment or package price will be charged. We strongly advise guests to consider purchasing travel or treatment insurance to cover unforeseen cancellations.

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5. Children's Access

At Luxury Family Hotels, we strive to provide a relaxing environment for all guests. While children are welcome in our hotels, access to the spa is limited to ensure a tranquil atmosphere.

- **Supervision:** Children under the age of 16 are not permitted to use the spa facilities unless accompanied by an adult at a ratio of 1 adult to 2 children. Entry will be refused if there are more than 2 children to 1 adult.
- **Facility Restrictions:** Children under 16 are not permitted to use the hydrotherapy or heat facilities (e.g., saunas, steam rooms). They are allowed in the swimming pool area only, with adult supervision at all times. The outdoor pool may not always be available due to weather or seasonal conditions.
- **Treatments for Children:** We offer a specially designed menu of treatments for children under 16 years. These treatments must be booked in advance, and a parent or guardian must be present during the treatment in a dual treatment room.

6. Mobile Phones and Photography

For the comfort and privacy of all guests:

- **Mobile Phones:** We kindly request that mobile phones are kept on silent or switched off during your time at the spa to maintain a peaceful environment.
- **Photography:** No photography is permitted in the changing rooms, treatment areas, or poolside. This is to respect the privacy of all guests.

7. Liability

While we take every precaution to ensure your safety and the protection of your belongings, Luxury Family Hotels cannot accept responsibility for:

- **Damage, Injury, or Loss:** Luxury Family Hotels will not be liable for any damage, injury, or consequential loss caused to you or your property unless it is due to the negligence of the company, its employees, or agents.
- **Valuables:** We strongly advise leaving any valuable jewellery at home, as certain treatments or exposure to chlorine in the pool may cause damage. Lockers are available for storing personal items, but we cannot be responsible for items left unattended.

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8. Therapist Preferences

Our spa is staffed by a team of highly trained male and female therapists. If you have a preference for a male or female therapist, please inform us at the time of booking. We will do our best to accommodate your request, but this may depend on availability.

9. Facility Use

We offer a variety of pamper and spa day packages at different locations. Not all packages include access to leisure facilities such as the swimming pool or gym. Please check the details of your package carefully or contact the spa directly for clarification.

- Pamper Days: Typically, these packages do not include access to the leisure facilities.
- Spa Days: Packages will outline specific inclusions. Please contact your chosen spa if you are unsure about your access.

10. Offers and Promotions

- Non-Combination of Offers: Promotional offers cannot be combined with one another unless explicitly stated.
- Availability: All offers are subject to availability and may be withdrawn at any time