

Serene Sanctuary

Terms and Conditions

Vouchers

Vouchers are valid for 6 months from the date of purchase.

Bookings and Cancellations

Age Policy

All visitors to Serene Sanctuary Spa shall be at least sixteen years of age.

Spa Treatments

All cancelled or rescheduled bookings with less than 24 hours notice will be subject to a 100% cancellation fee.

Treatment Bookings

We ask that you give at least 24 hours' notice of cancellation. Where no notice or less than 24 hours' notice is given, 100% of the booked treatment charge will apply. In the event you are late for your treatment, your therapist will complete as much of the treatment as possible in the time remaining and the entire treatment charge will apply.

Treatments

Treatments may be subject to change and will be confirmed upon your arrival. Due to the popularity and demand of our treatments, we recommend that any additional treatments are pre-booked.

- All treatment times are approximate and include a consultation and advice.
- Please check in at Treatment Reception at least five minutes before your treatment time.
- Please ensure that you inform your therapist if you are too hot/cold, if your position is not comfortable or the therapist's pressure is not enjoyable. We will try to adjust techniques to suit you.
- Please remove contact lenses and make-up prior to a facial treatment.
- No jewellery should be worn when attending any treatment. We do not accept any responsibility for lost jewellery.
- We advise you not to use the hydro-pool for at least two hours after the application of nail polish.

- Please ensure you bring open-toed shoes or flip flops if you are booked for a pedicure treatment.
- Geleration removal appointments can only be carried out if you are wearing Jessica Geleration and we will not perform this on any other brand.

Medical Guidelines

If you are currently undergoing any long-term medical treatment or on-going medical care, taking any form of medication or you have a condition that is not controlled, then please seek advice from your specialist before any treatments. When making your booking please note, if you have had recent surgery, we are unable to work over the affected area for a 6 month period.

Allergies

Please make us aware on booking if you have any allergies to ensure we have time to tailor your treatment specifically to you. Occasionally we may recommend you change your treatment to an alternative but where possible the allergens which have been highlighted will be omitted from the treatment. We cannot guarantee against reactions, as the products may be made in factories where that ingredient is used.

Pregnancy

We are unable to perform treatments in the first 12 weeks of pregnancy. After this time we are happy to carry out our pregnancy safe treatments.

Conduct and Use of Facilities

Each guest must behave quietly and with decorum at all times – and without disturbing other guests using the premises or adjacent cottage from time to time.

There shall be no smoking on any part of the Premises.

Guests should take all reasonable steps to safeguard their personal belongings and property. Guests agree that the Proprietor will not be liable for any liability, claim or expense arising directly or indirectly from any loss, theft, or damage to the personal belongings or property visiting on Serene Sanctuary

Each guest shall at all times observe the directions and recommendations made by the Proprietor in connection with the safe and hygienic use of the facilities.

No guest shall use the facilities knowingly suffering from any medical condition that could cause infection or injury to any other person using the premises.

The Proprietor reserves the right to refuse entry or to eject guests should it think fit.

Guests shall observe such rules and obligations concerning bookings for facilities or services as the Proprietor may from time to time stipulate. The Proprietor may make a charge for late cancellation or non-arrival.