

# MASSAGE MERIT SPA | HAVEN HOTEL LEISURE CLUB

## TERMS AND CONDITIONS

### APPOINTMENTS

We advise you book your appointment in advance so that we may best accommodate your needs. To confirm and secure your booking a full payment in advance is required.

MON-THUR off-peak season (discount prices are available via online bookings only) FRI-SUN peak season, subject to availability.

### CANCELLATION POLICY

We are driven to provide you with the best quality products & the finest services. NO SHOWS, LATE CANCELLATION OR LATE ARRIVALS is not only inconvenient to our therapists but to other clients as well. When you book your appointment, you are holding a space on our calendar that is no longer available to other clients.

If cancellation is required, please kindly give at least 48 hours prior to treatment.

\*All services are paid in advance and are non-refundable. They are transferred to next booking if cancelled no later than 48hrs before\*.

Less than 48hrs or a NO-SHOW, 100% of the treatment costs applies.

### YOUR ARRIVAL

Please arrive at least 15 minutes before your scheduled treatment. This will allow you to enjoy the spa relaxing environment and a soothing cup of fresh herbal tea whilst going through your consultation to determine your personal needs. Treatments begin and end on time in order not to inconvenience other guests.

### SPECIAL REQUIREMENTS

Kindly inform us of any allergies, sensitivities, high blood pressure, diabetes, heart conditions or any other physical ailments or injuries at the time of booking to allow the best possible treatment for you. Please notify us if you are pregnant and how many weeks.

### MASSAGE MERIT SPA TREATMENTS

Consultations are carried out before all treatments. Please be aware that some treatments are not suitable for certain conditions and It's in your best interests if we suggest an alternative treatment. Always consult your doctor first about any concerns you may have about your health. In certain cases, written permission or a signed personal disclaimer will be required by your GP/ specialist prior to any treatments conducted.

### AFTER YOUR SPA TREATMENT WITH US

It is very important to drink water after your treatment with us. Take time to relax immediately afterwards, as this will help ensure you experience the full benefits of the treatment you received. If you would like to continue your skin experience at home, the products used in your treatment are all available for purchase. Your therapist will be happy to advise you.

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### BEFORE YOUR TREATMENT

For best results we recommend women shaving or waxing either the day before or after any thermal or body treatments such as scrubs or wraps. For men we recommend shaving on the day of their facial treatment.

### CHILDREN IN THE SPA

#### SURROUNDINGS

All persons under the age of 16yrs wishing to have a treatment are regarded as minor and must be accompanied by a parent or a guardian. Please be aware not all treatments may be suitable for them.

### VALUABLES

We advise you do not bring or wear any valuables while visiting the spa. The company will not be held responsible for any loss of or damage to personal articles.

### PRODUCTS

These are available for purchase at your departure to help you continue your well-being regime at home.

### LEISURE FACILITIES DURING YOUR VISIT AT THE SPA

We aim to provide a peaceful setting for all guests, so we ask you to keep your mobile phones on silent. Alcohol and smoking are not permitted. Haven Hotel leisure team reserves the right to refuse access to anyone whose dress or endanger other guests at the spa surroundings. PLEASE NOTE: £20pp on the day- payment directly to the hotel. This is subject to availability and must be pre-booked.

### GIFT CARDS

Massage Merit Spa gift cards are a perfect gift for that special person and can be purchased online or at the spa reception. Gift certificates are non-refundable.

### PAYMENTS

We accept all major credit cards online and cash in -house (if you are to pay by cash, please kindly bring the exact amount.)

### GRATUITIES

Gratuities are not included in your final bill and are at your discretion.