

## **ST DAVID'S SPA TERMS AND CONDITIONS**

### **SPA MEDICAL CONSULTATION**

At St David's Spa your health and wellbeing is our primary concern, therefore if you are currently pregnant, have any allergens, have a heart disorder, have a diagnosed medical condition or are taking any prescribed drugs, please let us know in advance. A full consultation will be completed with you on arrival but if you are aware of any contra-indications your chosen treatment may need to be changed.

#### **Pregnancy**

- Please note that we do not offer face or body treatments for ladies who are 1-13 weeks pregnant
- From 13 weeks we offer a range of specialised luxury pregnancy treatments
- If you need any further guidance, please ask any member of the Spa Team
- Pregnant ladies are strongly advised against the use of any heat and or hydrotherapy facilities

### **BOOKING A TREATMENT OR PACKAGE**

- 50% deposit is required at time of booking for all individual and package treatments
- Bookings are non-transferable 48 hours prior to your treatment
- All treatment times are subject to availability
- Extra treatments added on the day will be charged at the applicable rates of that day.
- Pre-booked additional treatments will be charged at the applicable rates on the date of booking
- Gift vouchers must be redeemed at time of payment. We apologise that we are currently unable to take gift vouchers as a method of payment for an on-line booking. To book with a gift voucher please call us on 01248 8511800.

### **SPA CANCELLATION POLICY**

- We require 48 hours' notice of a cancellation after which a 100% charge will be made
- We advise guests to consider insurance to cover the cancellation of their spa treatment
- No refund will be payable for non-arrival for a treatment without the stipulated notice

### **SPA TERMS & CONDITIONS**

- Treatments and packages are offered subject to availability
- Treatment or package offers are subject to availability and not in conjunction with any other offer or discount unless specifically stated within the offer terms and conditions. St David's Spa reserves the right to withdraw an offer without notice at any time.
- The spa reserves the right to alter your treatment times on the day if necessary
- Please note that treatment time includes medical consultation, set up and your chosen treatment
- All treatment re-arrangements will be subject to alternative availability
- St David's Spa has a non-smoking policy. In keeping with the UK law, the Spa applies a strictly non-smoking policy within its confines or on external parameters

- For those who wish to smoke, you will find designated smoking areas outside the building
- We request that mobile phones are kept on silent or switched off in the spa
- We would request that all tablets and pagers are switched off/on silent during your visit. We are happy to relay any messages via the Spa reception
- No photography is permitted in the changing areas and/or on poolside
- You may be required to remove jewellery for treatments; we therefore advise that you choose to leave jewellery at home
- St David's Spa will not be liable, under any circumstances whatsoever, for damage, injury or consequential loss, however caused, to our customers, their property and belongings unless it is solely due to the negligence of the Company, its employees or agents.
- Offers cannot be used in conjunction with one another and are subject to availability
- Please note guests suffering from any heart conditions, high blood pressure or are pregnant will be unable to use any of our heat experiences
- Guests are responsible for looking after their locker key. Lost locker keys will be charged at a fee of £10.
- The therapist reserves the right to stop the treatment at any time if she / he feels that the guest's behaviour is inappropriate.
- Guests are required to wear robe and footwear in all public areas.
- Guests are advised not to consume alcohol prior to use of the facilities.
- Please rinse off soap, shampoo, and treatment products in the locker rooms prior to using the swimming pool and sauna.
- Please do not shave, wash, or dye hair or use any other products within the spa.

### **Children**

- Children under the age of 16 are not permitted to use or accompany any persons over 18 attending the spa, or use the facilities attached
- Children under the age of 16 are not permitted to undergo any type of treatments in the spa
- Children between the ages of 16 to 17 may undergo the following treatments supervised (in the same room) by a parent or guardian: manicure/pedicure, facial
- Children between the ages of 16 to 17 may not have any body massages, body treatments or bikini waxes

### **POOL RULES**

- The pool area is not supervised.
- The pool operates at the recommended temperature of 28-29 degrees.
- The panic button is positioned on the wall of the boiler room just below the clock. This must only be used in case of emergency i.e. anyone in difficulty or a health emergency.
- Lifesaving equipment can be found at the side of the pool, these are for emergency only.
- Please vacate the premises immediately if the fire alarm sounds or when asked to do so by a member of staff, fire exits are clearly signed.
- No person shall behave in such a manner as to jeopardise the health and safety of himself/herself and others. Such behaviour shall be grounds for exclusion from the facilities.
- For the safety of everyone using the facilities CCTV recording is in operation overlooking the pool access doors and swimming pool only.
- Running, pushing, diving, or jumping is prohibited in the pool area.
- For the comfort of others, no lilos, balls or other inflatables are permitted in the pool. Only the use of swimming aids, namely arm bands and small swim rings, are allowed.

- No pets, bags or prams allowed in the pool area
- Breakable glasses, bottles and other such items are not permitted in the pool area.
- No food or beverages are to be consumed in the pool area. Any person under the influence of alcohol shall not be admitted.
- Any injury occurring in the pool area must be reported to the management immediately.
- All pool users must shower before entering the pool and after leaving the pool.
- Smoking is not permitted.

## **GIFT VOUCHERS**

St David's Spa gift vouchers/e-vouchers will contain a monetary value or treatment service. The content of the gift voucher/e-voucher may be used as full or part payment against the cost for a spa service or retail purchase. The gift voucher/e-voucher unique reference number will be required at the time of booking. The gift card / e-voucher must be handed in to the receptionist for validation prior to the commencement of the treatment. Cancellations received with less than 48 hours' notice or failure to attend an appointment will be charged the full cost of the treatment. The gift voucher/e-voucher will therefore become void. Gift vouchers are valid for 12 months from the date of purchase. The value on the Gift card/e-voucher cannot be refunded or exchanged.

## **WEBSITE**

Whilst every effort is made to ensure that all information contained in the St David's Spa website is accurate and up-to-date, Spa Experience makes no warranty as to its accuracy. Any and all use of information contained on the Spa Experience website is at your own risk. Spa Experience shall not be liable for any direct or consequential loss arising from your access to and/or use of or inability to access and/or use the Spa Experience website.