



Terms & Conditions and Spa Etiquette

By booking the spa you understand and agree to abide by the below terms and conditions and those set out in the legal disclaimer. You will be asked to sign the legal disclaimer upon arrival.

- ❖ Please do not arrive more than 10 minutes prior to your appointment time as we may still be with other clients.
- ❖ If you arrive late for an appointment we will make every effort to allow the full treatment, however this cannot be guaranteed to avoid inconveniencing other clients.
- ❖ Please turn mobile phones to silent to keep noise to a minimum.
- ❖ Feel free to use the facilities in the treatment room – toilet, shower and tea/coffee station but please be aware of treatments in progress and keep noise to a minimum.
- ❖ Please keep voice levels to a minimum to preserve the sense of tranquillity.
- ❖ When using the outside facilities please be respectful of our neighbours.
- ❖ The therapist reserves the right to stop the treatment at any time if they feel that the guest's behaviour is inappropriate.
- ❖ Guests are required to wear robes and footwear in all public areas. Bathing costumes are to be worn in the hot tub.
- ❖ Guests are advised to drink plenty of fluids whilst in the spa and using the hot tub.
- ❖ Smoking is not permitted at View of Beauty
- ❖ Please be a considerate guest. You play an important part in creating and maintaining the tranquillity you will find at View of Beauty. Use the facilities respectfully and consider other guests with a private, safe and healthy approach. Non-compliance with the spa etiquette may result in your access to the facilities being withdrawn and no refund given.
- ❖ Guests have private use of the spa, View of Beauty is not liable for any personal possessions lost in the spa.
- ❖ Guests are not to remove any property from the spa, or tamper with the spa equipment.
- ❖ Robes and towels which are not returned at the end of the day will incur a charge as follows;
Spa Robe - £30
Spa Towel - £15
- ❖ If you feel unwell whilst using the facility, please inform a staff member
- ❖ Please make us aware of any medical conditions and allergies prior to your arrival.

- ❖ Our age policy is 18+ (16+ can attend the spa but must be accompanied by an adult and a parental consent form must be completed. Please be aware that under 18s must be supervised at all times and may be restricted to treatment options).
- ❖ Payment can be made by bacs or by credit or debit card through a payment link sent to the client. If using a gift card as payment, we will require the gift card reference on booking.
- ❖ Please be advised that the lead booker is responsible for the entire reservation, including settling of bills and compliance with spa etiquette for all party members. Noncompliance may result in you and your guests being asked to leave the spa with no refund.
- ❖ No refunds will be given for early departure from the spa.
- ❖ You must complete and sign a consultation form when arriving at the spa

Cancellation Policy:

- ❖ Spa Packages must be paid in full on booking to reserve private use of the Spa. This is non-refundable. Spa packages can be re arranged but require 7 days notice.
- ❖ Any cancellations or date changes within 7 days of your day of arrival are non-refundable and non-transferable.
- ❖ **COVID - 19** - For anyone with a positive covid test result - they can re arrange the spa experience or full refund.
- ❖ We require 48 hours notice to cancel or re-arrange treatments.