

## **Spa Terms & Conditions**

### **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 for Spa Day or Treatment**

- Opening and closing times
  - Open 7 days a week
  - Mon to Fri- 11am to 9am
  - Sat-Sun- 9am to 7pm
- Spa treatment payment
  - Full pre-payment is required at time of booking for all individual treatments
  - All spa day and treatment times are subject to availability
- How to book
  - Website- <https://meridian-spa.co.uk/services/>
  - Call 02084691961
  - Email [spa@meridian-spa.co.uk](mailto:spa@meridian-spa.co.uk)
- Please arrive 15 minutes prior to your appointment to register. If you arrive late, the time of the appointment may be shortened out of consideration to the next customer. Appointments with 15 minutes remaining at the time of the customers arrival will be cancelled.
- Our E-Gift Cards and Gift Cards are redeemable as part or full payment treatments. Our E-Gift Cards and Gift Cards are non-transferable, non-exchangeable and non-refundable and cannot be redeemed for cash or applied as payment to any account, unless required by law. We do not accept responsibility for cards lost, damaged or stolen or any unauthorised use of cards. The E-Gift Card or Gift Card is valid for 6 months from the day of purchase and must be presented at the time of redemption.
- Please note that we require full payment of treatment to secure your booking.

### **Cancellation Policy**

- We require 48 hours' notice of a cancellation after which a 100% charge will be made
- We require 24 hours' notice of a reschedule after which a 100% charge will be made
- No refund will be payable for non-arrival for a treatment without the stipulated notice

### **Age Restriction**

- 16yrs and under are not permitted to use or accompany any person over 18 attending the spa, or use the facilities attached.
- 16yrs and under are not permitted to undergo any type of treatments in the spa
- 16yrs to 17yrs may undergo the following treatments supervised (in the same room) by a parent or guardian: manicure/pedicure, facial
- 16yrs to 17yrs may not have any Body massages, Body treatments or Waxing