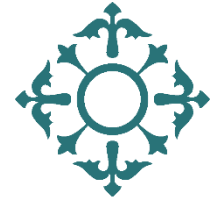


Tranquil Spa and Beauty Terms and Conditions



TRANQUIL
SPA & BEAUTY

Treatments:

- Full payment is required at the time of booking.
- Please provide us with a minimum of 24 hours notice if you need to cancel.
- Bookings cancelled within 12 hours will be charged in full.

Refund Policy:

- Gift Card/Vouchers purchased at Tranquil Spa are non-refundable.
- Products purchased are non – refundable.

Members Notice:

- Tranquil Spa reserve to close the thermal journey for groups that would like to a private hire. Please note this is stated in your contract.

Allergies:

- Please make us aware of any allergies at the time of booking and upon arrival.

Medical Conditions:

- You must notify us of any changes to existing or new medical conditions / injuries on every visit to the Tranquil Spa. Some treatments may not be suitable or require adjusting. As your well-being is our priority, please provide any relevant information at the time of booking.
- We may require a doctor's note if you are being treated for any of the following, heart conditions, cancer, liver problems, kidney diseases and recent operations.

Pregnancy:

- If you are over your first 12 weeks of your pregnancy you can use the spa journey and have treatments however some treatments may need adjusting.

Dignity at work:

- In line with our dignity at work policy, we respectfully ask that all our customers and contractors behave in a manner that is inoffensive and that all our staff are treated with dignity and respect. Lancaster County Council may choose to withdraw its services to any visitor who fails to comply.

Treatments:

- We take no responsibility if you turn up late for your appointment however, we will do our best to move appointments around to accommodate you, please be aware this isn't always possible.
- Please call-in advance if you're running late and we will try to help.
- Please note all our treatments include consultation and aftercare time within the treatment time.
- If you require a patch test for a treatment, please book this in as an additional appointment, 24 hours prior to your treatment taking place.

Complaints:

- If you have a complaint whilst on site, please notify a member of staff immediately who will endeavour to assist you.
- If you remain dissatisfied on your return home, then you must put this in writing to our team within 2 days to ensure that your complaint can be fully investigated.
- If you do not give us the opportunity to resolve a problem by reporting it to the manager on shift, then we may not be able to deal positively with the complaint on your return contact. If a resolution is accepted on site, then no further gesture / compensation will be applicable.

Lost Property:

- We accept no liability for loss of property whilst on our premises. Please use the lockers provided.

Gift Vouchers:

- Vouchers are valid for 12 months from date of purchase and are non-refundable. If you lose your voucher, then this will no longer valid.

Age Restrictions:

- Spa Journey – Must be 18 + years – we do allow 16-year-olds, but they must always be accompanied by a responsible parent/guardian.
- Face or body treatments – must be age 16+ - please note an adult over the age of 18 will need to be present in the treatment room with under 18's.
- We may ask for proof of ID in some circumstances.