THE QHOTELS COLLECTION

SPA BREAK TERMS & CONDITIONS

Prior to booking a Spa Break, or before your visit, we kindly ask you familiarise yourself with the terms & conditions set out below:

- Offer based on two adults sharing a classic double or twin bedroom.
- Supplements apply for sole occupancy of a double or twin and any room upgrades.
- 60-minute Spa Ritual includes 50 minutes treatment time and 10 minutes client care and consultation.
- 30-minute spa treatments include 25 minutes treatment time and 5 minutes client care and consultation.
- If you have booked a spa break with us, we ask that you arrive 30 minutes before your scheduled treatment time, so you can complete our consultation form and begin your relaxation experience.
- All guests staying on a residential spa break have access to your accommodation and leisure facilities from 3pm on the day of arrival until 11am on the day of departure. We kindly request that your room is vacated by 11am on the day of departure. Late check-out may be available on request, simply ask at reception and we'll notify you of any additional charges.
- If you have any pre-existing physical or medical condition's including pregnancy, please let our spa teams or booking agents know at the time of booking.
- Reception will store your bags if needed, we advise packing a separate bag for the spa area.
- Full pre-payment is taken at the time of booking and is non-refundable on all spa bookings. However, for an additional £20, you can add Booking Flexibility which gives you the peace of mind to cancel or amend up to 48 hours prior to arrival – please click here **Spa Booking Flexibility**
- Spa Breaks that fall within a campaign are fully pre-payable, non-refundable and there is no option to add Booking Flexibility.

Thank you - we look forward to welcoming you soon!

SPA ETIQUETTE

- **ARRIVAL TIME** We recommend that you arrive 30 minutes in advance of your treatments so that you can change, relax and enjoy the spa facilities.
- Please be advised that late arrivals will result in a loss of treatment time or in some cases the treatment may be unable to be carried out.
- **MEDICAL ADVICE** Some of the treatments that are offered are not suitable for guests with certain medical ailments and conditions.
- In some instances, a doctor's note may be required in order for us to carry out the treatment.
- **CANCELLATION POLICY** All of our spa treatments incur a 100% cancellation fee unless cancelled 48 hours prior to the booking. Bookings made in the 48-hour cancellation period must be pre-paid and are non-refundable. Spa Breaks that fall within a campaign are fully pre-payable, non-refundable and there is no option to add the Booking Flexibility.
- We are a private Health Club facility which welcomes families and children around the poolside. The Health Club team will endeavour to keep the pool environment tidy and will remove towels or belongings left unattended for over 30 minutes, with that in mind, we kindly request that poolside loungers are not reserved.
- Our relaxation room is adult only and is an area of relaxation and tranquillity. Whilst enjoying the peace that this room offers, please also respect other spa guests' right to privacy and serenity.
- For the comfort and relaxation of all our guests, children and babies are not permitted to accompany guests into the treatment rooms.
- **SPA RESTRICTIONS:** Our spa treatments are available for clients and guests aged 16 and over however, not all treatments are available for those under the age of 18, please check when making your booking to avoid disappointment.
- We welcome group bookings please do note that larger group sizes are subject to availability.

THE QHOTELS COLLECTION

SPA DAY TERMS & CONDITIONS

Prior to booking a Spa Day, or before your visit, we kindly ask you familiarise yourself with the terms & conditions set out below:

- Spa Day Experiences are limited to 4-hours.
- 60-minute Spa Ritual includes 50 minutes treatment time and 10 minutes client care and consultation.
- 30-minute spa treatments include 25 minutes treatment time and 5 minutes client care and consultation.
- Weekends supplements apply to day spa and treatments.
- Afternoon Tea upgrade is available, please contact the spa to add this to your package.
- For any bookings made online, the customer will be contacted prior to arrival to take full payment.
- For any bookings made via our Call Centre, a credit or debit card will be taken to secure the booking and payment will be taken on the day.
- All of our spa treatments incur a 100% cancellation fee unless cancelled 48 hours prior to the booking. Bookings made in the 48-hour cancellation period must be pre-paid and are non-refundable. Spa treatments that are part of a campaign are fully pre-payable, non-refundable.
- Unfortunately, treatments that are included in your package can not be changed to an alternative treatment.

Thank you - we look forward to welcoming you soon!

SPA ETIQUETTE

- **ARRIVAL TIME** We recommend that you arrive 30 minutes in advance of your treatments so that you can change, relax and enjoy the spa facilities.
- Please be advised that late arrivals will result in a loss of treatment time or in some cases the treatment may be unable to be carried out.
- **MEDICAL ADVICE** Some of the treatments that are offered are not suitable for guests with certain medical ailments and conditions.
- In some instances, a doctor's note may be required in order for us to be able to carry out the treatment.
- **CANCELLATION POLICY** All of our spa treatments incur a 100% cancellation fee unless cancelled 48 hours prior to the booking. Bookings made in the 48-hour cancellation period must be pre-paid and are non-refundable.
- We are a private Health Club facility which welcomes families and children around the poolside. The Health Club team will endeavour to keep the pool environment tidy and will remove towels or belongings left unattended for over 30 minutes, with that in mind, we kindly request that poolside loungers are not reserved.
- Our relaxation room is adult only and is an area of relaxation and tranquillity. Whilst enjoying the peace that this room offers, please also respect other spa guests' right to privacy and serenity.
- For the comfort and relaxation of all our guests, children and babies are not permitted to accompany guests into the treatment rooms.
- **SPA RESTRICTIONS:** Our spa treatments are available for clients and guests aged 16 and over however, not all treatments are available for those under the age of 18, please check when making your booking to avoid disappointment.
- We welcome group bookings please do note that larger group sizes are subject to availability.