



PURE SPA

LONG ASHES PARK

Terms & Conditions...



Visit our
website

Spa Pre-Arrival Information

- For treatments, we kindly request that you arrive 15 minutes prior to your appointment time, late appointments may not be honoured and will still be charged.
- Treatments that begin late will still finish at the appointed time so not to inconvenience other guests.
- Stated treatment times includes consultation, undressing and dressing time.
- The spa is an escape from everyday stresses, therefore, we request that mobile phones be kept switched off.
- The leisure facilities are not for the sole use of spa guests, it is also used by leisure club members.
- Smoking is not permitted in or around Long Ashes Pure Spa.
- To ensure the privacy and comfort of our clients, only spa guests are permitted within the treatment areas.
- Regrettably, Long Ashes Pure Spa cannot accept liability for any property left unattended during your visit.
- Every effort is made to ensure the smooth running of the spa; however, maintenance, refurbishment or unforeseen circumstances may result in some of the facilities being withdrawn at short notice. All use of facilities is subject to availability.
- Only food and alcohol purchased on the premises may be consumed.
- We kindly request that all guests of the spa under 16 years of age must be accompanied by their parent or guardian at all times.
- Spa Day guests are welcome to arrive between the hours of 10am-5pm and it is important you are here at least 15 minutes before your treatments.
- Should you book a spa experience including afternoon tea, please advise us in advance if you have any dietary requirements.

Booking

- We recommend you book at least 2 to 4 weeks in advance to ensure your preferred choice of treatment, time and date. You may request a specific treatment or therapist when booking your appointment although we cannot guarantee your request will be available.
- All spa day bookings require prepayment at the time of making the reservation. If you are making a booking with a gift voucher please quote the voucher code and treatment choice. A valid credit/debit card number will be required at the time of booking to guarantee your reservation. Long Ashes Pure Spa reserves the right to charge this card with any outstanding money owing by you or any of your guests if any outstanding money is not settled at the end of your spa visit.

Gift Voucher Terms and Conditions

- Vouchers for spa treatments and spa days are valid for 12 months from the date of purchase unless otherwise stated.
- Vouchers cannot be used beyond the expiry date which can be found on the back of the voucher. The life of the voucher cannot be extended under any circumstances.
- Gift vouchers cannot be refunded in total or in part nor can they be replaced if lost or stolen. Only monetary vouchers

may be used for the purchase of products.

- Vouchers cannot be transferred or redeemed for cash or credit. Should services of a higher value be taken, the voucher may be used in a part exchange of payment of the balance.
- Treatments need to be booked in advance, please ensure you have your voucher number available at the time of booking.
- You will need to bring your voucher with you and exchange it at reception on the day of your booking.
- It is not possible to change the make-up of the package or voucher.
- Vouchers do not provide priority access or guarantee entry if the spa is full.

Cancellation Policy

- We reserve the right to change the date or cancel your booking if the premises are closed due to circumstances beyond our control.
- If you need to cancel a spa day reservation, we can only offer a full refund if your reservation is cancelled at least 7 days in advance. If the reservation is made within the 7 day cancellation period, we assume there will be no cancellation and you will be expected to attend on the date that you have reserved.
- If the booking for a spa day was made using a gift voucher and you cancel the booking within the 7 day cancellation period, the gift voucher will become null and void thus you will not be entitled to use the gift voucher in the future.
- Please note that bookings made for 5 guests or more are subject to a 15-day cancellation policy.
- We require 48 hours notice for cancellation or rescheduling of all other appointments. Where cancellations are made with less than 48 hours notice, 50% of the treatment cost will be charged to the card used to secure the booking. Non kept appointments may be charged in full.
- If a gift voucher is used to secure the booking, the value of the voucher will be adjusted to show cancellation charges.

Special requirements

- All treatments are carried out subject to the completion of our medical questionnaire. If you have any special requirements that we should take into account when you visit us such as heart conditions, high/low blood pressure, circulatory disorders, epilepsy, arthritis, rheumatism, diabetes, allergies or if you are pregnant you should advise us at the time of reservation. In addition, you should seek the advice of your doctor.
- If you do not let us know of any special requirements at the time of your booking, we cannot guarantee that we will be able to fully accommodate your requirements at the time of your visit.
- It is the client's responsibility to ensure the therapist is made aware of any current or previous medical conditions which may prohibit the use of various products or techniques prior to the commencement of treatment.
- Please advise us in advance if you have any dietary requirements.