

Powfoot Spa cancellation policy – August 2019

Once the booking has been made, only the lead name can make any amendments to the booking and/or party details.

The lead name must advise us of any known health conditions and/or contra indications, for any member of their party, that may be worsened and therefore prevent them using the Spa.

Fake tan and/or heavy make-up cannot be used within the Spa due to the effect on the filtration system. If a customer does turn up wearing fake tan, they will be refused access. We also ask the following:

While using our facilities, please ensure to;

- ☐ Shower prior to using tubs and directly before entering the sauna
- ☐ Remove all traces of make-up prior to entering
- ☐ Only use your shampoo/conditioner and shower gel once the use of facilities is complete
- ☐ Inform us of any problems which may arise

If we are made aware of the customer not being able to attend 24 hours before their Spa session is booked, and therefore we can sell the session again, then we will offer an alternative change of date either within the date in which the voucher is due to expire or within the next 3 months, whichever is longest. We will only offer one change of date. We will consider any special circumstance which may be an exception to this, management decision on this will be final.

If we are not made aware of the customer not being to attend until the day, or if they do not turn up, then we will not offer an alternative date or a refund.

All vouchers purchased are valid for one year from the date of purchase. These cannot be extended in any way. The booking must be taken within the year to ensure the voucher is redeemed in time.

Vouchers cannot be exchanged for cash or be refunded.