

TERMS AND CONDITIONS

Spa Breaks

Our staff are pleased to advise you of the availability and prices of rooms on the dates that you require and will be glad to give you any other information.

Spa Break Tariffs: No spa break reservation can be accepted as binding on the Company unless accompanied by a £100 deposit per person or full payment, subject to payment terms. In exceptional/ necessary circumstances the company reserves the right to offer an alternative date for the short break or cancel the short break reservation(s) with full refund to the payee. No refund will be given for early departure unless caused by significant acts of negligence on the part of the Company and or its staff.

The spa break tariffs are inclusive of residence breakfast, lunch and evening meal, spa treatments as listed (unless otherwise stated) and VAT. Extra spa treatments will be charged at the rates shown by the Company at its premises. Pre-booked additional spa treatments must be paid for at time of booking the short break and will be charged at the rate current on the date of booking.

Please note inclusive spa therapies within spa breaks are non-transferable and non-refundable. To avoid disappointment, additional spa therapies should be booked at the time of making your short break reservation.

Moddershall Oaks reserves the right at all times to cancel or terminate a short break reservation without notice or reason.

Spa Break Payment

Spa Break Special Offers: For any spa break offer or package that is different to the short break prices stated in the brochure, full payment is required at time of booking. Spa Break Standard Tariffs: Spa break bookings made less than 30 days prior to date of arrival require full payment at time of booking. Spa break bookings made more than 30 days prior to date of arrival require £100 deposit per person to secure the booking. Full payment is required 30 days prior to arrival.

NB: No reminders are sent. In the event of non-payment for whatever reason, the Company may refuse admission and the deposit will be forfeited. Cheques and most major credit cards are accepted. The period for which the booking is accepted and confirmation has been given must be paid in full 30 days prior to arrival. The Company will require a credit card imprint on arrival to guarantee any monies due on departure. Accounts will only be forwarded if arrangements are made in writing before arrival.

Spa Break Cancellation

All spa break cancellations must be made in writing by post/fax/e-mail. Date of arrival at the Company will be the accepted date. The Company will apply the following charges per person for cancellation/amendments to spa breaks:

- Cancellation within 7 days of arrival date: Full Payment of the first night tariff.
- Cancellation within 30 days prior to arrival date: £100.
- Cancellation more than 30 days prior to arrival: £25.
- Alteration to spa break bookings: £10 administration fee.
- Non arrival without notice: Full payment for the first night plus 50% of tariff for subsequent nights.
- Cancellation of additional spa treatments within 48 hours: Full cost of spa treatment/s.

Spa Days

Spa Day Tariffs: Full payment is required at time of booking. Payment for additional spa treatments must also be made at time of booking the spa day/s.

Cheques and most major credit cards are accepted. Payment for additional purchases must be made on departure. The Company requires a credit card imprint on arrival as a guarantee of any payment due on departure. Please note that we limit the number of day guests we can accommodate per day.

Please note inclusive spa therapies within day spa packages are non-transferable and non-refundable. To avoid disappointment, additional spa therapies should be booked at the time of making your spa day reservation.

Moddershall Oaks reserves the right at all times to cancel or terminate a spa day reservation without notice or reason.

Spa Day Cancellation

All spa day cancellations must be made in writing by post/fax/e-mail. Date of arrival at the Company will be the accepted date. The Company will apply the following charges per person for cancellations / amendments:

- Cancellation within 7 days of arrival date: Full payment.
- Cancellation between 7 and 30 days of arrival date: 50% payment.
- Cancellation more than 30 days before arrival date: £25.
- Alterations to spa day bookings: £10 administration fee.
- Non arrival without notice: Full payment.
- Cancellation of additional spa treatments within 48 hours: Full cost of spa treatment/s.

Spa Treatments (individual*)

*bookings not relating to a day or stay package

All individual spa treatment bookings* must be guaranteed by a valid credit card to confirm the booking. Those who do not give 24 hours notice to cancel or do not arrive at the allotted time for their spa treatment appointment will be charged the full spa treatment value. Less than 48 hours notice of cancellation will result in a £10 charge. This amount will be debited from the securing credit card. We ask that you arrive 10-15 minutes prior to your allotted appointment time in order to relax and fill in your pre-treatment consultation card.

Spa Treatments (general)

Each therapist is qualified in a number of different spa treatments; therefore we cannot guarantee that all spa treatments will be available at all times, particularly in the case of our more specialised spa treatments.

All spa treatment durations are provided as a guide only, and take into account preparation, consultation and relaxation. A guide as to whether or not the spa treatment is suitable for women/men/pregnancy/breast feeding, has been provided also as a guide, and it is the individual's responsibility to ensure the spa treatment is suitable for them.

The Company shall not be held responsible for spa treatments that are either missed or shortened as a result of clients / guests arriving late for their appointment / package. In these circumstances no refund or other form of compensation shall be available or offered. Spa therapies are subject to revision without prior notice.

Medical

The Company is not a medical centre, and does not have a resident doctor. Guests are advised to consult with their family doctor about the need to limit or avoid our full range of spa treatments and spa facilities, for example inclusive spa treatments, steam room, sauna, gym etc. The Company pursues a policy of continuous development of fitness, health and beauty treatments and techniques. We therefore reserve the right to make changes that will be beneficial to our guests. Notification of specific changes will be given where relevant. Should a guest choose not to proceed with an alternative spa treatment that may have been substituted for a specific choice, no spa treatment cancellation charge will be made.

Certain medical conditions may preclude you from having some of the spa treatments, or taking part in some of the facilities available here at Moddershall Oaks. If you wish to have a spa treatment and have any of the following, please consult with us and if necessary your doctor prior to booking (we may need written evidence of your fitness to participate in spa treatments):

- You are currently receiving radiotherapy or chemotherapy for the treatment of cancer;
- You have had surgery within the last three months;
- You suffer from heart or circulatory disorders, high or low blood pressure, epilepsy or asthma;
- You have had a deep vein thrombosis.
- You are pregnant/breast feeding.

We regret we are unable to provide spa treatments if you are suffering from an infectious disease or open sores or wounds.

It is important to disclose any medical conditions or medication at time of booking. If you fail to reveal any such condition that may impede your participation in spa treatments/spa facilities, refunds will not be given.

Spa Gift Vouchers

Please ensure that you bring your redeemable Spa Gift Voucher to the property to present on arrival. Non presentation of your gift voucher will necessitate a full charge being made until the gift voucher is presented.

If full or part payment for your visit is by a Spa Gift Voucher this will become void if you fail to arrive. All other cancellation charges are shown under 'Cancellation', except that a cash refund cannot be made against a Gift Voucher.

Moddershall Oaks gift vouchers should be redeemed against goods/services to the equivalent/greater value than the face value of the voucher. Change and credit on account cannot be given.

Gift Vouchers can only be used as payment for goods and services on the property. Gift Vouchers are valid for 12 months from date of purchase, and cannot be extended in any circumstances.

Mechanical & Electrical Breakdowns

Any mechanical or electrical breakdowns, which occur on the premises, are usually beyond our control, although we will try to repair any such fault as soon as possible. No refunds will be given unless any such breakdown is due to the negligence of the Company or its employees or agents.

Valuables

No responsibility can be accepted by the Company for the safety of money or valuables of any kind brought to the property whether placed in a safe or not. If you do bring valuable items it is essential they be covered by your own insurance for the period of your stay.

The Company will not be liable, under any circumstances whatsoever, for damage, injury or consequential loss, however caused, to our residents, their property and belongings unless it is solely due to negligence of the Company, its employees or agents. Mobile phones are not permitted in any of the public areas.

Children & Pets

The Company regrets that we do not have the spa facilities or spa accommodation for children under the age of 16. We cannot allow guests to bring pets either (except guide dogs), but good boarding kennels are available locally.

Smoking

Smoking is not permitted in any of the buildings, designated external spaces are provided.

Alcohol

No alcohol is to be brought onto the premises - we reserve the right to remove alcohol found in the property and shall return it to guests on departure.

Members' Discounts

A 10% discount applies 7 days per week throughout the property, however some products and services are excluded, so please ask a member of staff for details. The member's discount cannot be used in conjunction with any other offers.

Service Charge

A discretionary service charge of 2.5% will be applied to the final accounts of day spa packages and spa break packages. This gratuity is fully distributed fairly between all the staff here at Moddershall Oaks. No further individual tips are expected. This system encourages and rewards the excellent personal service that is offered throughout all of the departments. Should you wish to increase, decrease or entirely remove the service charge you are able to do so, just inform your cashier on check out.