

Spa Policies

Reservations

All appointments booked via our online booking system need to be secured with a credit card at the time of booking; noting no payment will be taken at this time. If paying by Gift Voucher, please bring your Gift Voucher with you on the day of your treatment, and note that gift vouchers cannot be used in conjunction with any other offer or special. Gift vouchers purchased online will have a voucher number listed, so please ensure that you have a copy of this number so it can easily be redeemed.

Booking Policy

We appreciate that things change. However, we require 24 hours' notice prior when cancelling or re-scheduling your appointment, where cancellations are made with less than 24 hour's notice, 50% of the treatment cost will be charged to the credit card on file or gift voucher used to secure the booking, this is purely to cover our staff costs and loss of treatment income. Cancellations within 3 hours of your scheduled treatment time, or failure to arrive will be considered a 'no-show' and the full treatment price will be charged to the card on file.

If possible, please feel free to send someone else on your behalf for the treatment should you be unable to attend the appointment.

For last minute bookings please phone the spa directly on 7001-9745.

Spa Etiquette

We ask that you please keep your voices to a minimum and please switch off or silence your phone to maintain the harmony of the spa environment and respect for other clients and therapists.

Gift Voucher Terms and Conditions

Gift Vouchers are non-refundable. You can re-gift the voucher if you choose not to use it.

Please treat your gift voucher like cash and present the voucher on the day of your treatment when checking out. Where the cost of the treatment exceeds the value on the voucher, the difference can be paid on check out on the day of the treatment.

Gift vouchers cannot be used in conjunction with any other discount, offer or promotion.

Therapist Preference

If you have a preference for a therapist please let us know at the time of booking and we will do our best to accommodate you.