



Terms & Conditions

The terms and conditions detailed below apply to all bookings at the Wave Garden Spa, whether made online, on the hotel website, via our booking partners, by telephone, or in person.

Bookings:

- All rates are subject to availability and all bookings are taken at the discretion of the Wave Garden Spa.
- All bookings to be paid, in full, at time of arrangement.
- All prices shown are applicable at the time of booking and are not valid in conjunction with any other offer.
- Once you have booked your activities you will be sent a confirmation email. We ask that you carefully check the details of the confirmation email and contact us within 24 hours if anything appears incorrect.
- Very occasionally, we may have to cancel your booking. We will tell you as soon as possible and offer you an alternative, of similar value or higher, or offer a full refund. We regret we cannot pay compensation or any

reimbursement for consequential loss, or any expenses or costs you may incur as a result of any such cancellation or change.

- Wave Garden Spa reserves the right to remove or alter treatments on the menu at any time. We will notify you if this affects your booking and offer you an alternative treatment of similar type and value.

Refund and Cancellation Policy for Wave Garden Spa:

- Bookings dates can be moved without penalty up to 7 days prior to activity date. No refund will be available.
- Bookings changed or cancelled within 7 days, but not closer than 24hrs before activity date, will receive a voucher for 50% of the booking value. NO refund will be available.
- Cancellations or amendments cannot be made within 24 hours of the activity, no refund or vouchers will be available.
- Bookings that are missed, and groups/individuals who arrive late for any reason whatsoever will not be entitled to a refund or voucher for any part of the booking amount.

Covid 'No Quibble Refund' guarantee:

Our simple guarantee gives you peace-of-mind, with no quibble date moves or refunds when your holiday plans are directly impacted by COVID-19. This is applicable for all arrivals up to and including 30 September 2022.

When you book with Wave Garden Spa, your money and plans are protected from:

- Sitewide closure
- If you are personally impacted by COVID-19 or by related Government restrictions
- If you're unwell with COVID-19 symptoms

- If you're required to isolate by Test & Trace

Access to the Spa:

- We will be unable to treat any clients under the age of 18, even with a parent or guardian present.
- Persons aged between 16-18 when accompanied by a parent or guardian can access the spa area and partake in the elements of the "thermal journey"
- Opening times vary, please always check in advance if you are planning on visiting without a confirmed booking. To avoid any disappointment, we strongly suggest you book in advance.
- Please arrive at the Wave Garden Spa reception at least 15 minutes before your allocated time. Upon arrival, we supply towels, flipflops and robes for your use whilst in the spa. Your flipflops are yours to take home.
- We recommend you leave jewellery / valuables at home or in your room. The Wave Garden Spa will not accept responsibility for loss or damage to any valuables on the premises.
- On some occasions, you may have a medical condition that would make a treatment unsuitable for you. Furthermore, it is understood and agreed that individuals participate in a treatment or in the thermal journey at their own risk. If you are unsure of your physical fitness required to participate at the Wave Garden Spa, we recommend that you seek independent medical advice before attending.
- On some occasions, you may have a medical condition that would make a treatment unsuitable for you. If this happens, we will offer you an alternative treatment. Please follow the guidance of your therapist, as we won't offer you a treatment that could put your health and safety at risk. Furthermore, it is understood and agreed that individuals participate in a treatment or in the thermal journey at their own risk. If you are unsure of your physical fitness required to participate at the Wave Garden Spa, we recommend that you seek independent medical advice before attending.

Acceptable Conduct:

- As a family destination, we want to create a fun, safe, friendly environment for our customers to enjoy. Excessively noisy, offensive or disruptive behaviour is unacceptable, and you may be asked to leave without refund or compensation.
- If your actions or behaviour put other facility users in danger, you will be asked to leave without compensation or refund.

Adverse Weather:

- Should we need to close the outside component of the spa due to adverse weather you will have the option to either continue with your booking using the indoor spa areas only, or you can reschedule for another date within twelve calendar months of the original booking.

Ends