



**SHELDON SPA  
TERMS & CONDITIONS**

## **Bookings;**

A deposit is required for all email and telephone bookings. The deposit amount will be calculated based on the total value of the booking with the balance due in full on the day of arrival. Deposits are non-refundable but transferrable to a future booking whereby the appropriate notice has been given. Information on the notice required can be found in the cancellation policy below. Please note that no booking reminders are sent.

In the event of a 'no-show' or 'non-payment' for whatever reason, Sheldon Spa reserves the right to refuse all future bookings/admissions. Furthermore, the deposit will be forfeited altogether.

In necessary circumstances, Sheldon Spa reserves the right to reschedule bookings with a transfer of deposit to a renewed date. In exceptional circumstances Sheldon Spa reserves the right to cancel the booking in its entirety with the deposit fully refunded to the payee. However, in either instance, Sheldon Spa will not be held responsible for any additional fees incurred. For example, re-arranged, amended, or cancelled transport to attend bookings. Please note – no refunds are given for early departures unless caused by significant acts of negligence on the part of Sheldon Spa or its team members or representatives. Please further note that when booking a promotion, reduced rate, or last-minute rate, no additional discounts can or will be applied.

## **Fees;**

All fees, spa packages, treatments, and services are listed and shown inclusive of VAT at the current rate for the United Kingdom. Additional spa packages or treatments later added to any pre-existing booking will be charged at the rates listed on the day of the amendment, not that of which they may have been at the time of the original booking.

## **VAT Receipts;**

VAT receipts for vatable purchases are available upon request. VAT receipts requested for Gift Vouchers to be redeemed against non-vatable items, such as but not limited to food and beverage services, cannot and will not be provided.

## **Cancellation;**

All cancellations must be made in writing by way of email correspondence. Telephone cancellations must be followed up in writing by way of email. The date that the email correspondence is received by Sheldon Spa shall be the date that the cancellation notification is accepted.

Sheldon Spa will apply the following charges per person for each cancellation: - Cancellation within 7 days of the arrival date will result in full settlement of the balance being due. Cancellation between 7 and 14 days of the arrival date will result in 50% of the total booking being due. Cancellation more than 14 days before the arrival date will result in £25.00 being due. Non-arrival on the day of booking without any prior notice will result in full payment being due.

## **Day Spa Packages;**

All spa packages, offers and promotions are subject to availability. Sheldon Spa reserves the right to withdraw spa packages, treatments, services, offers and promotions at any time. Please note – any offers, promotions or discounts launched will not be applied to pre-existing bookings.

## **Gift Vouchers;**

Sheldon Spa gift vouchers are not cheque, guarantee, credit, or charge cards. Authorised gift vouchers are redeemable in full or in part payment against all in house retail, treatments, and services.

To redeem gift vouchers against treatments, food services, spa packages, beverages, retail and or exclusive private hire bookings, all gift vouchers must have been purchased prior to booking and attending.

Sheldon Spa gift vouchers cannot be exchanged for cash or used to purchase additional gift vouchers.

The minimum amount required to activate a gift voucher is £10.00 with no maximum limit. All gift vouchers are valid for 24 months from the date of purchase after which they expire and cannot be extended or refunded. No change can be given upon redemption, but the balance will remain on the gift voucher until the date of expiry. Any balance remaining on the gift voucher on the date of expiry will be extinguished the following day.

Gift vouchers can be redeemed against new bookings, treatments, food services, beverages, supplements, and add-ons only. If the amount only covers part payment of services booked, cash, BACS, credit, or debit card will be required to pay the remaining balance to secure any booking at the time of the gift vouchers redemption. Gift vouchers may be exchanged for goods or services of a higher price than the value stored on the gift voucher providing alternative payment is made for the outstanding amount.

Gift vouchers cannot be redeemed against: - Pre-existing bookings (unless otherwise agreed at the time of booking), Sheldon's Loyalty Card Scheme, or Products from Sheldon's online shop. Sheldon Spa cannot be held liable for gift vouchers once authorised which are subsequently lost, stolen, damaged or expired. Sheldon Spa is not responsible for any unauthorised use of these cards.

For gift voucher balance enquiries please call 01795 532418.

Gift vouchers cannot be returned or refunded, except in accordance with your legal rights. Sheldon Spa reserves the right to amend these terms and conditions from time to time if Sheldon Spa considers it is reasonable and necessary in all the circumstances to do so. (e.g. in the event of changing the use or scope of the gift voucher; adding subsequent services or in the event of the withdrawal of services due to circumstances beyond Sheldon's control.)

If you intend to use your gift voucher in house for any of our services, please ensure that you bring your redeemable gift voucher to the spa and present on arrival. Non-presentation of gift vouchers will necessitate a charge being made until the voucher is presented. If full or part payment for your visit is by a gift voucher this will become void if you fail to arrive. All other cancellation charges are explained under the previously outlined cancellation policy.

Sheldon Spa will not accept responsibility for lost, stolen or damaged gift vouchers in any circumstance. Please treat gift vouchers as cash.

## **Electrical/Mechanical/Breakdowns/Shortages & Refurbishments;**

In the exceptional event of a mechanical breakdown or electrical shortage occurring on the premises, that is beyond the control of Sheldon Spa, all repairs, renewals, replacements, and temporary fixes will be carried out as soon as is reasonably practicable. As a result, no refunds will be given unless any of the aforementioned is due to the negligence of Sheldon Spa or its team members or representatives. Furthermore, in the event of any necessary refurbishments to the premises, Sheldon Spa reserves the right to charge in full for its products and services.

Bookings affected will be notified, where possible, and given an opportunity to cancel, rebook, or reschedule along with the choice to continue attending. In the event that continued attendance is upheld, no discounts will be applied to the original price quoted at time of booking. In the event that cancellation is the preferred choice, full reimbursement will be issued for any deposit and/or additional payments made or paid.

## **Valuables;**

Sheldon Spa accepts no responsibility or liability for ensuring the safety of monies and/or valuables brought onto the premises regardless of whether or not said items were kept in a 'safe' place. Therefore, please ensure that items fitting this description are covered by personal insurance.

Sheldon Spa will not be liable in any circumstance whatsoever for loss, damage or injury caused to its visitors, their property, or belongings unless it is inarguably due to the negligence of Sheldon Spa and or its team members or representatives. This includes, but is not limited to, the parking of any vehicles on-site at any time.

## **Damages;**

In the event that a customer, visitor, or client causes a breakage or damage to an article, item, fixture, fitting, or property not belonging to themselves, no party is to profit from the incident. However, the cost of the article, item, fixture, fitting, or property is to be covered by the liable party. It shall be the decision and discretion of Sheldon Spa Management to enforce this clause or 'turn a blind eye.' One example, though not at all exhaustive, whereby a cost will be passed on to the customer, visitor, or client is in the event of hair dye being transferred to spa towels and gowns. A laundry fee or replacement towel fee will be due. During the health and safety talks or tours all customers, visitors and clients are made aware that they must request a replacement towel should the customer, visitor or client suspect that their hair dye is one that transfers to fabric, and a disposable towel can be provided in its place.

In addition, all breakages and or damages must be reported to staff immediately in the interest of health and safety management.

## **Children;**

Access to the Spa facilities cannot and will not be granted to any person under the age of 18. A selection of treatments is available to those under the age of 18 with the written consent of a parent or legal guardian, and provided that that same parent or legal guardian is present for the duration of the treatment. Food and beverage services are available to children of all ages but due to restrictions will be dependent on availability. The age of any such child should be provided at the time of booking so as to ensure appropriate dining accommodation is provided, and failure to disclose the age of a child at the time of booking may result in their entry not being permitted. Under such circumstances, full settlement of the balance is still required. Parents and legal guardians of any children attending Sheldon Spa for whatever reasons are required to supervise their children at all times so as to ensure good health and safety and to protect the experiences of other Sheldon Spa clients, visitors, and guests.

## **Health & Medical Disclosure;**

Sheldon Spa is a day spa, not an alternative medical centre, advisor, or practice. There are no 'in-house' Medical Practitioners of any nature present. Therefore, all visitors who may suspect that their health, fitness ability, ailments, and/or allergies could be a contraindication are expected to have sought advice and or written permission from the appropriate health advisor to partake in facility use and treatment experience.

In addition, and where applicable, evidence of such must be produced at the time of arrival for admission to the spa and treatment rooms. For example, a pregnant person may not partake in treatments of any description during the first trimester of their pregnancy. Nor may they use a hot tub or sauna. As a result, Sheldon Spa reserves the right to refuse entry to its spa altogether as well as the right to make changes to pre-booked treatments by its visitors if it is deemed to be crucial or beneficial to sustaining and maintaining one's health and well-being. However, should a visitor choose not to accept or proceed with the safe suggested treatment alternative, no charge or fee will be upheld.

## **Photography;**

Please be aware that the imagery and photography depicted on our website, social media, marketing and or promotional literature is for illustrative purposes only and therefore, it is not a guarantee of the exact appearance of the premises.

Photographs and videos taken in any waiting area, spa area or treatment room are only to be taken with the permission of a Sheldon Spa representative. This includes, but is not limited to, social media live presentations such as Facebook Live and Instagram Live. Failure to terminate recording and failure to seek permission prior to photographing or video recording may result in being asked to leave the premises. No liability can be assumed by Sheldon Spa or it's representatives as a result of them appearing in any photographs or video recordings of other Sheldon Spa users whether permitted or prohibited. If permission is granted, then the person using any video recording or photography equipment is responsible for seeking the permission of other facility users if they should appear within any such materials.

## **Upgrade Policy;**

It is permitted to upgrade spa packages and treatments on the day of arrival, subject to availability. Any additional fees incurred as a result will be added to the balance due and are to be settled before exiting the premises.

## **Loyalty Scheme;**

This is a stand-alone reward scheme which cannot be used in conjunction with any other offer or promotion. A fully completed loyalty card is redeemable against ONE full price treatment only and entitles the bearer to 50% off a treatment of their choosing and only for one use on a future date. Only one loyalty card can be used at any given time and cannot be redeemed when payment is to be made by Gift voucher.

Furthermore, it is not exchangeable for cash, nor can it be used towards the purchase of products on sale or food and beverage services.

## **Food & Beverages;**

Only food and drinks purchased at Sheldon Spa are to be consumed on-site unless by prior arrangement due to exceptional circumstances such as health or dietary requirements. Alcoholic drinks are only to be consumed on site by prior arrangements and upon the payment of a corkage fee as agreed at the time of booking. Rubbish, waste, unwanted, or discarded packaging and alike, generated from the consumption of food and drink that has not been served or provided by Sheldon Spa is the responsibility of the individuals. Unless served and provided by Sheldon Spa, all clients, visitors, and guests are strictly prohibited from using glassware or crockery in any of the Sheldon Spa premises.

## **Decorations;**

Although not a completely exhaustive list, the following items are strictly prohibited in the spa/pool house area unless prior arrangements are made; Packaging, Gift Wrap or Gift Tags, Party Poppers, Sequins, Confetti, Balloons, Nail Varnish, Glassware, Crockery and any and all other breakable items.

These restrictions apply in the interest of hygiene, health, and safety as they pose or could pose a risk or hazard.

Please consult directly with Sheldon Spa, it's team members or representatives in the event of being unsure about the admittance or acceptance of an item, especially if it is not stated here. Failure to adhere to these terms and conditions may result in incurred fees and or refused future admission to Sheldon Spa in any capacity.