

## **TERMS AND CONDITIONS: URBAN ESCAPE SPA NOTTINGHAM**

### **SPA ETIQUETTE & GUEST CONDUCT**

Urban Escape is designed to be a tranquil and relaxing environment. To preserve this atmosphere, the use of mobile phones is not permitted. Guests are kindly asked to speak quietly and respect the peace and privacy of others, especially in our relaxation areas. Disruptive or inappropriate behaviour may result in guests being asked to leave the premises.

### **ARRIVAL**

Guests are requested to arrive 30 minutes prior to their scheduled treatment time. This allows time to complete a pre-treatment medical questionnaire, change, unwind, and familiarise yourself with the spa facilities so your treatment can begin promptly.

Please be aware that late arrival will result in a shortened treatment time to avoid disruption to other guests. The full treatment fee will still apply.

### **PAYMENT AND VOUCHERS**

Payment is required at the time of booking. If you intend to use a gift voucher as payment, please present it upon arrival.

We are unable to accept responsibility for lost or forgotten vouchers. If a voucher is not presented, an alternative method of payment will be required on the day.

### **SPA TREATMENT INFORMATION**

All treatments include time for consultation and aftercare.

Our team consists of female therapists only. If you have any specific preferences or requirements, please let us know when booking, and we will do our utmost to accommodate your needs.

All spa guests must be 18 years of age or older to receive treatments. For the comfort, privacy, and safety of all guests, treatments are conducted on an individual basis. Entry into treatment rooms is restricted to the person receiving the service; shared or joint room access is not permitted.

### **WHAT TO WEAR**

Robes and towels are provided for day spa guests to use during your visit. For hygiene and comfort reasons, slippers are not provided. Guests are kindly encouraged to bring their own appropriate indoor footwear.

Swimwear must be worn when using the thermal spa and pool areas.

Disposable briefs are available upon request for body treatments. These are not provided automatically; please speak to a member of staff in advance if required.

**MEDICAL CONSIDERATIONS**

To ensure your safety and wellbeing, it is important that you inform us at the time of booking of any medical conditions, injuries, allergies, or pregnancy, as these may affect your suitability for certain treatments.

All guests are required to complete a pre-treatment medical questionnaire upon arrival at The Spa.

**CANCELLATION POLICY**

We kindly request the following notice periods for cancellations or changes:

Individual Treatments – at least 48 hours' notice

Spa Day Experiences – at least 7 days' notice

Overnight Packages – at least 72 hours' notice

Failure to provide sufficient notice will result in a 100% cancellation charge. Non-arrival will also be charged in full.

**VALUABLES**

Lockers are available for your personal use. However, we recommend that you do not bring valuables to The Spa. We do not accept liability for the loss or damage of personal items.

**SERVICE CHARGES & GRATUITIES**

No service charge is added to treatment prices. Any gratuity you wish to give your therapist is entirely at your discretion and always appreciated.

**FACILITY MAINTENANCE**

Management reserves the right to close any area of The Spa without prior notice for maintenance or operational reasons.