

Réflexions De Beauté

Terms & Conditions

Réflexions De Beauté reserves the right to refuse service to anyone incapable of having a treatment. This includes anyone with an illness or anyone behaving in an anti-social manner towards staff and/or property belonging to Réflexions De Beauté or its dwellings. On arrival to the spa please observe the spa etiquette guide.

T&Cs last update August 2021

Covid-19 Message

We are so pleased to have our spa open again. We have taken all the correct measures to ensure that we operate according to government guidelines. The health, safety and wellbeing of our clients is our top priority. We are committed to maintaining our high standards with hand sanitiser, wipes and frequent cleaning of the treatment room. We will continue to wear a mask when providing your treatment, but whether you choose to wear one is down to personal choice.

Booking & Treatments

1. Minimum booking time for all treatments is 5 hours. Walk ins will be accepted at our discretion.
2. Payment for treatments will be taken upon booking.
3. All treatment times include consultation, treatment, and aftercare.
4. Please arrive 15 minutes before your booking to allow for consultation. Late arrivals will have their treatment shortened with full payment taken.
5. We endeavour to run all appointments on time, however in some cases appointments may run late.
6. It is the responsibility of the client to inform the therapist of any illness or medical conditions that may affect or prevent treatment e.g., diabetes, high blood pressure, heart disease. If you have any concerns, please consult your doctor beforehand. Any medical conditions must come with a doctor's note, or a disclaimer to be signed on arrival.
7. The treatment room is thoroughly sanitised after each treatment in line with government guidelines.
8. Due to social distancing measures, the pool and gym facilities are only available to hotel residents and guests. However, this can change under the managers discretion.
9. Any persons aged under 16 requiring treatment must be accompanied by a parent or guardian.

Cancellations

1. Treatments can be cancelled up to 24 hours before the appointment. Cancellations will only be confirmed via receipt from us. This will not incur a charge.
2. Cancellations must be done via email or text message.
3. In the event of a disputed cancellation where a receipt was not received, an investigation will be made.
4. No refunds will be made without receipt.

Group Bookings

1. Please note that only one treatment per person can take place at a time.
2. Guests awaiting treatment should remain upstairs until 15 minutes before the appointment.
3. Groups of 3 or more must book a week in advance.
4. Group bookings can be cancelled up to 7 days before the appointment. After that we charge a total of 50%.

During Pregnancy

1. Treatments are available only to expectant mums who have passed their first trimester.

Prices

1. Our prices are subject to change without notice, where possible we will do our best to keep customers well informed and up to date on these changes in good time.

Gift Vouchers

1. Gift vouchers can be purchased for a specific treatment or an amount. They cannot be exchanged for cash or refunded and are valid for three months from the date of purchase,
2. The full amount of the voucher should be used as we are unable to refund balances on vouchers.
3. We cannot refund or exchange expired vouchers.
4. The gift voucher's number must be available at the time of booking and present to perform the treatment.

DISCLAIMER

Réflexions De Beauté takes every care possible to ensure that product and treatment descriptions, imagery and all other information is correct at time of publication on site and social media. However, though every effort is made to ensure such accuracy, Réflexions De Beauté does not accept responsibility for errors in content. The site and social media will be kept as up to date as possible at all times. However, some variations may occur with price, products, designs, and availability.

Réflexions De Beauté will not be liable for any damages, loss, costs, or expenses incurred by you as a result of any lack of availability or accessibility of the website.