

Spa Terms and Conditions

BOOKING A TREATMENT OR SPA DAY

Opening and closing times

Open 7 days a week

Monday 9:00 am - 7:00 pm

Tuesday 9:00 am - 8:00 pm

Wednesday 9:00 am - 7:00 pm

Thursday 9:00 am - 8:00 pm

Friday & Saturday 9:00 am - 7:00 pm

Sunday 9:00 am - 6:00 pm

How to book

Please call the Spa direct on 01375 893092

Spa treatment payment

- Full pre-payment is required at time of booking for all individual treatments
- All treatment times are subject to availability

Spa day payment

- Full pre-payment is required at time of booking for all day packages
- Spa day treatment times will be allocated between 9am and 6pm

SPA CANCELLATION POLICY

Spa cancellation

- We require 48 hours' notice of any cancellation
- We have a strict no refund policy
- Treatments/Spa Days can be rescheduled to another date providing 48hours notice has been provided

Gift Vouchers

- All gift vouchers must be used within 12 months of purchase.

**Please note Gift Vouchers are non-transferable and non-refundable.

SPA MEDICAL CONSULTATION

At Orsett Hall Spa your health and wellbeing is our primary concern, therefore if you are currently pregnant, have any allergens, have a heart disorder, have a diagnosed medical condition or are taking any prescribed drugs, please let us know in advance.

A full consultation will be completed with you on arrival but if you are aware of any contra-indications, your chosen treatment may need to be changed.

SPA TERMS & CONDITIONS

The spa reserves the right to alter your treatment times on the day if necessary

Please note that treatment time includes medical consultation, set up and your chosen treatment

All treatment re-arrangements will be subject to alternative availability

We request that mobile phones are kept on silent or switched off in the spa

No photography is permitted in the changing areas

You may be required to remove jewellery for treatments; we therefore advise that you choose to leave jewellery at home

Orsett Hall Spa will not be liable, under any circumstances whatsoever, for damage, injury or consequential loss, however caused, to our customers, their property and belongings unless it is solely due to the negligence of the Company, its employees or agents

Offers cannot be used in conjunction with one another and are subject to availability

Please note guests suffering from any heart conditions, high blood pressure or are pregnant will be unable to use any of our heat experiences

Children

Children under the age of 16 are not permitted to undergo any type of treatments in the spa or use the Spa Facilities.

Children between the ages of 16 to 17 may undergo the following treatments supervised (in the same room) by a parent or guardian: manicure/pedicure or Facial. (ID will be required)

Children between the ages of 16 to 17 may not have any body massages, body treatments or waxing

Pregnancy

Please note that we do not offer face or body treatments for ladies who are 1-12 weeks pregnant

From 12 weeks we offer a range of specialised luxury pregnancy treatments

If you need any further guidance please ask any member of the Spa Team

Pregnant ladies are strongly advised against the use of any heat and hydrotherapy facilities