

### **PAYMENT & CANCELLATION POLICY**

Please give 72 hours notice to change or cancel your booking otherwise we will have to charge you for the full price of your treatment.

Spa treatments are to be paid in full at the time of booking, this payment is non-refundable unless a cancellation is made 72 hours in advance.

Any cancellations received with less than the notice listed above will be charged at 100% of your service price.

Please note, debit/credit card details and/or voucher number are to be taken at the time of booking.

### **ARRIVAL & FACILITIES**

Please note, treatment times and facility usage commences from 10am.

We recommend that you arrive to check in at our eforea spa's lounge reception at least 30 minutes prior to your scheduled appointment.

Any late arrivals could mean that your scheduled treatment may be reduced or cancelled. If cancelled, the cancellation policy listed above will still apply.

If you are on a spa day package, you are more than welcome to arrive from 9.30am, whilst departure will be at 8pm.

### **FOOD & BEVERAGE**

Any meals that are included within a spa package can be pre-booked in advance.

All other food and drink can be pre-ordered upon arrival on the day of your scheduled spa package/treatment.

### **SPA ATTIRE & ETIQUETTE**

Swimwear is compulsory within the wet area.

Upon arrival we will provide you with a robe, towel and slippers. Please note, you will be provided with one set of slippers, a robe and towel per visit, an additional charge will apply if you require extra.

You will have use of our lockers within the changing facilities.

If utilising our transition lounge and deep relaxation room we request that you are warm and dry, so as to maintain yours and any other guests' comfort.

To preserve the serenity of the eforea spa, upon which we pride ourselves, there are no mobile phones, tablets or recording devices permitted within the spa area and we request that guests keep noise to a minimum.

### **HEALTH & WELLBEING**

The minimum age for all spa treatments, packages, spa days and spa breaks is 16.

We advise that our hydrotherapy pool, steam rooms and sauna facilities are not used during pregnancy or if you are under medical supervision of any kind.

Please advise us at the time of booking if you are pregnant or undergoing any medical treatment so as that we can suggest suitable spa treatments and packages.

Please note, you will be required to complete a consultation form upon arrival at eforea spa.

### **ADDING FACILITY USE TO A TREATMENT BOOKING**

Guests visiting eforea spa for a treatment who have not booked spa facility use can do so for £45 Monday to Thursday and £55 Friday to Sunday.

### **FITNESS SUITE**

All spa packages, days and breaks entitle the use of our on-site fitness suite for the duration of your visit.

Guests who have upgraded to full use of eforea spa's facilities are also entitled to make use of our fitness suite.

If you have any questions or would like additional information or assistance please visit [www.ageasbowl.com/spa](http://www.ageasbowl.com/spa), email [spa@ageasbowl.com](mailto:spa@ageasbowl.com) or call **02382 027093**.