**EDEN WATERS SPA**

**TERMS AND CONDITIONS**

**Availability of Services**

*Our business working hours are six days a week Monday to Thursday 10am – 9pm, Friday 9am-3pm and Sunday 10am-7pm and by special arrangement subject to availability, additionally a surcharge will apply.*

**Areas Covered**

*We cover the West midlands, East midlands, Warwickshire and surrounding areas. We will travel to all parts of the U.K this will incur extra costs including a deposit based on distance and time this will be discussed during initial enquiry. If the booking is for a group of six or more, the travel fee will be waived.*

**Booking, Prices and Payments**

*Your booking is confirmed upon receipt of deposit which will be stated on your invoice, please pay within 5 days.*

*All payments are to be made prior to treatment commencing. If the therapist is kept waiting for more than 15 minutes without notice a surcharge of £10 will be added. If the therapist is kept waiting more than 30 minutes and he or she has another booking the full appointment charge will apply. If the therapist has no other bookings the treatment will commence.*

**Changes to treatments/booking**

*Changes to your treatments can be made within 48 hours, if such time has lapsed we can customise the treatment slightly but the charge will be the same as per the original booking. Should you wish to change your date or rebook please allow 14 days prior to the therapist visiting your home.*

**Deposit**

*For group bookings or treatments over £40 a deposit of £20 per person is required.*

**Gratuities**

*Gratuities are appreciated but not expected.*

**Cancellation.**

*Should you need to cancel your appointment please give us 24hrs notice. Cancellations that are made on the day will lose their deposit. We do our best to fill these openings and as such the loss of deposit is designed to provide partial compensation for our therapists, who rely on us to manage their appointments accordingly.*

**Force of Nature**

*If a force of nature occurs we have a right to cancel your treatment and notify you as soon as possible. Where a deposit has been made it will be refunded to you.*

**Confidentiality**

*Information disclosed between Eden Waters Spa, the client or its employees shall be treated in strict confidence, where applicable we are happy to sign a non-disclosure agreement.*

**IMPORTANT NOTICE**

*Any sexually suggestive advances, remarks or illicit behaviour will result in termination of treatment effective immediately and you will be held liable for full payment of service. We hold strict professional and ethical values. If the following apply the therapist has a right to end treatment:*

* *Under the influence of illegal drugs or alcohol.*
* *Inappropriate behaviour such as solicitation or suggestive comments*
* *Lesions or broken skin*
* *Medical conditions(which include Covid-19)that have not been mentioned on the consultation sheet.*

**Treatment Consultation Sheet**

*All clients will need to read and sign the treatment consultation sheet prior to services being delivered.*

**Right to Change and Modify Terms**

We reserve the right to modify these terms from time to time at our sole discretion. Therefore, you should review our terms and conditions periodically.

**Privacy Statement**

*All details of clients are held by Eden Waters Spa for six months and will not be disclosed to any third parties*.

**Payments**

*Payment can be made either by cash, bank transfer or via PayPal*.

**Therapists**

*All our therapists are interviewed, undergo a written exam and are trade tested, qualified to NVQ level 3 or Degree standard and we will obtain relevant certificates and insurance documents which are required by law. Additionally our therapists work on a freelance basis and are fully insured to give you extra peace of mind.*

**Extra Therapists**

If you require an extra therapist, the following charges apply:

**OUTSIDE LONDON WITHIN LONDON SCOTLAND**

*Therapist 1 £105.00 £210.00 to be discussed*

*Therapist 2 £210.00 £420.00 to be discussed*

*Therapist 3 £320.00 £630.00 to be discussed*

*All payments for extra therapists to be made at the time of booking*. Please give 7 days’ notice should you wish to cancel an extra therapist.

**Room set up and Safety**

*Our couches can hold approximately 280lb and length approximately six foot. Please ensure there is sufficient room for the therapist to move around. The therapist will also need access to water and power depending on the treatment given.*

*Therapist are not responsible for any allergic reactions if this was not declared on treatment consultation sheet*.

**Jewellery**

*Please remove jewellery and place in a safe place prior to treatment in order for the therapist to work without restrictions. We cannot be held responsible for anything that gets lost or damaged*.

**Offers/discounts**

*Offers and discounts are valid for three months and limited to one person per household* and cannot be used in conjunction with any other offers running at the same time.

**Pregnancy**

*We do not carry out treatments if you are in your first trimester*. Once you have passed the first trimester we may adapt treatments accordingly. Certain products used in our treatments may not be suitable and where possible an alternative product will be used.

***THANK YOU FOR CHOOSING EDEN WATERS SPA***

***(Professional Mobile Spa Services)***