

THE HAYLOFT

Terms & Conditions

By using our services, you are agreeing to the terms and conditions below along with our General Holbrook Manor Hotel & Spa Terms and Conditions

Medical Conditions

For health and safety reasons, we cannot provide spa treatments to guests who are currently undergoing cancer treatment, or who are within **five years of cancer recovery**, unless medical clearance is provided.

Guests within the five-year recovery period may only receive treatments if they provide a **valid doctor's note** confirming they are medically fit for spa treatments. This must be provided in advance and approved by the spa team.

If relevant medical information is not disclosed before booking, treatments may be cancelled on arrival and standard cancellation charges may apply.

If you are unsure, please contact our spa team before booking so we can advise you.

Booking

A minimum of 48 hours' notice is required to book Spa Days & Treatments. Should your requirement fall within 48 hours, please contact our team to confirm availability. All bookings are subject to our availability.

Full Payment for all bookings via Debit or Credit card is required at the time of booking. This may be completed online or our team may be required to contact you to complete this.

Our team will notify you by email as soon as possible to acknowledge confirmation of your booking. If for any reason we are unable to fulfil your booking, we will contact you via Email or Telephone advising you of this.

Should you have any queries in relation to your booking, please contact our team via email- hayloftspa@theholbrookmanor.com.

Prices

The prices shown on our website, in our brochure or other means of communication are subject to change. Exact prices and charges will be confirmed at the time of booking. All offers are subject to availability. The Hayloft Spa reserves the right to withdraw offers at any time.

Amendments to your booking

Spa Days & Treatments may be **altered once, free of charge**, providing that the change is made **7 days prior to arrival**. For **each additional date change**, an administration charge of **£10 per guest** will apply. At the discretion of management your booking may be transferred to an alternative date providing **48 hours' notice** is provided. Your Booking may not be transferred to anyone else without our prior consent.

Cancellation

Prior to booking your appointment, please be mindful of our cancellation policy.

- Cancellations or Non-Arrival **within 48 hours** of your booking will incur full **payment**
- Cancellations advised **between 48 hours and 14 days** of your booking will incur a **50% cancellation fee**
- Cancellations advised **14 days prior** to your booking will receive a **full refund**

All cancellations must be made in writing by email.

Availability

Whilst we do all we can to ensure that all treatments and experiences are available, there are times that some are unavailable due to unforeseen circumstances. We cannot guarantee the availability of any particular treatments or experiences.

Spa Consultation

At Holbrook Manor Hotel & Spa, your health and wellbeing is our primary priority, therefore if you are currently pregnant, have any allergies, health concerns or are taking any prescribed drugs, please let us know in advance.

In order to take advantage of our **spa days**, we request that your **consultation is completed in advance of your visit**.

General

Guests are advised not to consume any alcohol or a heavy meal prior to using Hayloft Spa facilities.

Robes will be provided for you to wear in the spa if you have booked a **spa day**, we also provide **towels** for you to use. Your Robe & Towels must be returned at the end of your visit with us. In the event that these are not returned, a charge of **£39.99 per robe** or **£15 per towel** will apply.

If you have booked a **treatment only**, **Robe & Towels are not inclusive** but can be hired at an additional cost.

Glasses, contact lenses and items of jewellery must be removed prior to treatments and use of facilities. We recommend that you do not bring any valuables with you.

Lockers are available on site.

We reserve the right to ask guests to leave without refund if their behaviour is deemed unsuitable in any way towards therapists or other guests.

We ask that if a guest feels unwell at any point during their visit to the spa, they must seek assistance from a member of our staff.

We recommend that you enjoy a period of rest and relaxation following our treatments/spa experiences and that you drink plenty of clear fluids. In the unlikely event that you experience any allergic skin reaction, please discontinue the treatment and seek medical advice.

Spa Rules & Etiquette

Guests must be **16 years of age or over** to use our spa facilities. Guests aged **16–17 may use the facilities when accompanied by a full-paying adult**. All spa bookings must be made by a guest **aged 18 or over**.

Please ensure that you arrive **20 minutes before your treatment booking** to give yourself enough time to get ready and make the most of your time with us. In the event that you are late for your allocated treatment time, your therapist will complete as much of the treatment as possible in the time remaining.

Please ensure that your **consultation form is completed online** before your arrival. This will be sent to you along with your booking confirmation.

Please ensure that your **mobile phone is left on silent** and stored in your bag or a locker before your treatment in The Hayloft, to ensure the best experience possible for all guests.

Please contact us in advance to let us know of **any allergies, medical conditions or injury concerns** that you may have.

Our **facials and special pregnancy massage** are available **after 12 weeks of pregnancy**. If you are under 12 weeks pregnant, we are not able to offer any treatments.

For guests aged **16–17**, massage treatments can only be carried out once a **parental or guardian consent form** has been received prior to the appointment.

Privacy

All of the information that we collect and hold about you and any members of your party will be used in accordance with our privacy policy. CCTV is used in and around Holbrook Manor Hotel & Spa for safety and prevention of crime reasons and in accordance with our Privacy Policy.

Force Majeure

Holbrook Manor Hotel & Spa shall not be liable or responsible for delays or cancellations by reason of circumstances beyond its control, including, but not limited to, acts of political, civil or military authority, national emergencies, labour difficulties, fire, mechanical breakdown, equipment or electrical failure, flood or catastrophe, outbreaks of disease, pandemics, epidemics, acts of God, insurrection, war, riots or failure of communication or power supply.

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