

Little Sassy's Spa - Terms and Conditions

TREATMENTS - Please note our therapists reserve the right to refuse treatment if they feel your health would be compromised. This treatment would be non-refundable as we have asked for this information prior to your visit, where we would have been able to take action and discuss other options with you ensuring you would get the most from your visit.

PAYMENT - Full payment is taken up to a week before your booking, once the payment is received this is NOT refundable, a booking will not continue or commence if full payment is not received and deposit will not be refundable.

DEPOSITS - are non-refundable at all.

CHANGING A BOOKING - To change your booking date this must be done 7 days prior to visit and your deposit can be transferred to the new date, if done 7 days prior to the booking. Anything less than 7 days the deposit will not be refunded or transferred to a new date, this still stands in the event of catching covid/falling ill/adverse weather/injury/accident.

VOUCHERS & GIFT CARD - are non-refundable. They cannot be exchanged for cash. To change your booking date this must be done 7 days prior to visit and your voucher can be transferred to the new date. Anything less than 7 days the voucher will not be refunded or transferred to a new date, this still stands in the event of catching covid/falling ill/adverse weather. If you miss a booking the voucher or the value of the voucher will not be refunded or the booking will not be rescheduled. If you are redeeming a gift card, you must bring this with you on the day and give this to us on arrival.

LATE ARRIVAL – To ensure all of our bookings can go ahead that day we request you arrive on time. If you arrive more than 15 minutes late of your booking time, your treatment time and your treatments options will get reduced by the amount of time you are late. We will not issue any refunds if you are over 15 minutes late and you do not receive all of your treatments.

NO SHOW – If you do not show up to an appointment, a refund will not be given and rebooking an appointment will result in further payment for the booking. This also stands if cancelling on the day. You are still liable for full payment of the booking if you do not show for the booking.

ADDITIONAL INFORMATION – In order for a booking to continue and to ensure all treatments can continue safely, you must let us know if you have any health problems, awaiting diagnosis, taking prescribed medication, is diabetic, current injuries/wart/verruca, could be/are pregnant, if anyone has any food or skin allergies or dietary requirement. Failure to provide this information may result in refusal of treatments to go ahead and a refund in this instance will not be issue. We do not use toe separators, heat protection sprays or nail dryers.

CONSENT FORM – consent forms must be signed and given to the therapist before treatment can commence, failure to do so may result in booking not going ahead, in this instance no refund will be given. If we do not receive the consent form and you wish to continue with your booking you are agreeing that there are no medical conditions/allergies/contraindications that you need to disclose and all is well as you will have been sent this document prior to your booking and in agreement with relevant documentation.

ADULT SUPERVISION – please note you are responsible for all children under your booking, please ensure they are being supervised at all times – we are not a childcare service and therefore are unable to take responsibility for your children

FOOD – we do NOT allow any food to be brought into the premises, food for the parties or afternoon teas is only to be consumed in the designated areas.

DÉCOR – Please DONOT touch the displays, these are there for all to enjoy and have pictures taken. You may be liable for any damages caused. Do not enter certain areas unless you have been asked to do so (eg. Disco room, food room, selfie areas)

PUSHCHAIRS – unfortunately we do not have space for pushchairs, please refrain from bringing pushchairs as you may be asked to leave this outside at your own risk.

VALUABLES – please keep valuables with you at all times, we are not responsible for any items that may be lost. Please ensure all valuables and belongings are taken with you after your booking, any items left behind will be discarded.

PARTY BOOKINGS – we advise a drop and go system for the guests of the party as the space is prioritised for the children. Parents of the party must be present for the duration of the party, please be assured we are DBS checked, fully trained and fully insured.

CCTV – we have CCTV within the premises.

SATISFACTION- If you feel you have not received all of the treatments listed in your package, are unhappy with the treatments or are unhappy with any part of your spa day or pamper party - you must inform your therapist during the session. You must give the therapist the chance to rectify the issues while you are still on site. Most queries are very easily rectified and it could have been a simple error or miscommunication on booking. We will not issue any refunds/ gestures of goodwill if you have not given the Therapist the chance to put right any errors or oversights.

CONDUCT – The therapist reserves the right to refuse treatments if they or other customers feel unsafe or compromised. No abuse towards staff will be tolerated, you will be asked to leave, no refund will be given in these circumstances.

AGREEMENT- as you will have been provided a link to the website and encouraged to read the relevant consent forms and Terms and Conditions we will assume you are in agreement with these upon entry into the premises unless stated beforehand in writing.

Signed _____

Date _____