

Kelly's Beauty Lounge at Avisford Park Hotel | Terms and Conditions

SPA ETIQUETTE

ARRIVAL TIME

To ensure you receive your valuable treatment time and receive your full treatment benefits, please allow at least 15 minutes to check in prior to your appointment. Due to our strict booking system, in the event that you may turn up late for your treatment, we will only be able to offer the remaining treatment time, but may still charge the full price of the treatment.

HOW TO SPA

Please bring as few valuables as possible. Kelly's Beauty Lounge is not liable for any loss or damage to such items. We politely request that you respect the right of other guests by switching all mobile phones to silent and refraining from smoking during your visit.

ADVISORY MEDICAL INFORMATION

Kelly's Beauty Lounge rooms and relaxation areas are for 16 years and up only as this is an adult-only facility. In order for us to advise you on the correct treatments, could you please advise us of any pre-existing medical conditions that may affect your treatment options at the time of booking. If you think you may be pregnant, are pregnant or are breastfeeding, could you please let us know, as there are some treatments that are best avoided during these times. We advise the heat and hydrotherapy experiences not to be used by guests under 16, during pregnancy or under medical supervision of any kind. In some instances a doctors note may be required in order for us to be able to carry out the treatment.

CANCELLATION POLICY

TREATMENTS

If you need to cancel your booking or re-schedule, we ask for 24 hours notice. Cancellations or amendments within 24 hours will be charged at the full rate.

Failure to arrive will result in a 100% charge.

PRIVACY STATEMENT

INTRODUCTION

Kelly's Beauty Lounge respects your privacy and are committed to protecting the personal information that you share with us while browsing this website. Thus, we have prepared this short statement to inform you of the guidelines that we follow to ensure that the information you choose to share with us is private and protected.

BROWSING THE WEBSITE

You can browse our website without giving us any information about yourself. This means that, unless you voluntarily and knowingly provide us with personal data, we will not know your name, your e-mail address, or any other information identifiable to you.

PROVIDING US WITH YOUR PERSONAL DATA

Certain features on our website require that you provide us with personal data. For example, you will be asked to provide your email address in order to receive our newsletter and special offers. Providing us with this information is voluntary, and is only recommended if you wish to have access to those features. At any time you may remove your email address by opting to unsubscribe using Unsubscribe. This can be found on any of our promotional emails.

PROTECTING YOUR PERSONAL DATA

Kelly's Beauty Lounge treats any data that you voluntarily provide us with as confidential. Your personal data is stored in our secure database, which is intended for use only by our company and which is monitored on a regular basis to prevent intrusion or loss of data. We do not allow third parties to access any of your personal data that we have stored.

VALUABLES

We cannot accept responsibility for the safety of your personal belongings (including – without limitation – money or valuables) of any kind during your stay or your day package. If you do bring these items to Kelly's Beauty Lounge we strongly recommend that they are covered by your own insurance policy.

LIABILITY

(a) Save as set out at (b) below, (i) we accept no liability to you or your party for any indirect or consequential losses suffered by you or your party (howsoever caused), or loss or damage to you or your party's personal property, during your stay at Kelly's Beauty Lounge or in connection with your booking, and (ii) our entire liability to you or your party in connection with your booking and stay is limited to twice the total amount of booking fees received by you in connection with your booking. (b) Nothing in these terms and conditions shall limit or exclude our liability to you or your party for (i) death or personal injury resulting from our negligence, (ii) fraudulent misrepresentation, or (ii) any liability which cannot be excluded by law. Your statutory rights are unaffected.

FORCE MAJEURE

We shall not be liable for any delay or non-performance of our obligations under this agreement to the extent that the performance is interrupted or prevented by any act or omission beyond our reasonable control.