



Cancellation Policy

We understand that there can be occasions when treatments need to be cancelled, so we have the following cancellation terms:

Individual Treatments

Please provide us with a minimum of 72 hrs notice if you need to cancel your appointment. We will offer you the opportunity to rebook your treatment but if this is not possible, all treatments cancelled within 72 hrs will incur a 50% retention and within 24 hrs 100% will be retained.

Spa Days

Should you need to cancel your Spa Day, we will provide you with the opportunity to rebook your Day at no extra cost. This change of date can be offered once but should a further cancellation be necessary, the full payment of your original booking will be retained.