

## TERMS AND CONDITIONS

The membership agreement upon successful application between yourself and the 'The Feversham Arms Hotel and Verbena Spa' will start from the date agreed and will be confirmed in writing. It sets out the terms, rights and privileges designated by the category of membership for which you have been accepted. Terms and Conditions are subject to change at management's discretion.

### SPA MEMBERSHIP

1. You must be at least 18 years of age to be a member of The Spa.
2. The minimum membership term is 12 months.
3. Joining fee to be paid on sign up on all monthly payment memberships
4. Annual membership receives 12 months membership for the price of 11. No joining fee required
5. Joining fee of £150 for an individual membership, £200 for a joint membership to be paid on all monthly memberships
6. Joint membership is for two people based at the same postal address.
7. As a member you agree to comply with the rules of membership which are displayed in The Spa and the conduct of you and any of your guests. We may make reasonable changes to these rules at any time provided we provide advance notice.
8. All membership benefits are valid throughout the course of the membership period, and are subject to change at the management's discretion.
9. You may freeze your membership for medical reasons at the discretion of the management.
10. It is agreed that both parties of a joint membership are jointly and individually responsible and liable for the contract value.
11. If any part of the monthly membership or monies on your account remain unpaid after the due date, you will be in breach of the membership rules and your membership will be cancelled.

### CANCELLATION OF SPA MEMBERSHIP

12. We may cancel memberships of any Member in the event they commit a breach of the membership agreement. Any refunds owed will be at the discretion of the management.

13. Should you wish to leave your membership after 12 months, 1 month written notice is required
14. The joining fee is non-refundable.

#### MEMBER BENEFITS

15. Member treatments may not be transferred or rolled over to the following month
16. All benefits and discounts are subject to terms and conditions which may be changed at the discretion of the Management.
17. Discounts are only permitted for members
18. Discounts are not transferable nor can they be used to purchase gift vouchers
19. Discounts cannot be exchanged for a monetary amount.

#### TREATMENTS

20. It is advisable to arrive at the spa reception 30 minutes prior to your first scheduled appointment. This allows time for a consultation and also time for you to change into your robe and flip flops.
21. .Health Concerns: There are some medical conditions that are not compatible with spa treatments, therefore please ensure you have informed the spa of anything that might prohibit the performance of your treatments. Please also inform us at the time of any skin allergies or reactions and if you are taking any medication.
22. Pregnancy: Many of our treatments are suitable during pregnancy but do ask for information when booking. We recommend delaying any body treatments until after the third month of pregnancy.

#### SPA AND FACILITIES

23. The swimming pool and indoor facilities are unsupervised – members are advised to exercise extreme caution when using the facilities and swim at their own risk.
24. Only food and drink served by Verbena Spa are to be consumed in the spa.
25. Only plastic glasses may be taken on pool side or into the thermal facilities
26. The normal hours of operation are advertised within the Spa. These hours may be lengthened or shortened at the entire discretion of the management with or without prior notice to members. Whenever possible reasonable notice of such changes will be given. Last entry to the spa is 45 minutes prior to close.
27. At certain times facilities may not be available at the discretion of the Management.

28. Verbena Spa reserves the right to withdraw all or some of the facilities when required to carry out essential maintenance work. Facilities may be closed for maintenance, replacement, cleaning and emergencies without notice or compensation.

#### SPA ETIQUETTE

29. For the benefit and peaceful enjoyment of the spa by all users, we request mobile phones and devices are turned to silent when in the Spa. Mobile devices and cameras may not be used in changing rooms under any circumstances. We request all members and guests respect people's privacy.

30. Smoking (including the use of e-cigarettes) is only permitted in the designated smoking area and is not permitted on poolside

31. Swimwear must be worn within The Spa at all times. Robes are provided.

32. Lockers are provided for use by members and guests during their visit to The Spa.

33. Lockers may not be kept for personal use. Any property left overnight will be removed and kept in lost property for 30 days.

34. All valuables are left at the owners' risk and The Spa will not be held responsible for any loss or damage.

#### HEALTH & SAFETY.

35. All members and their guests are required to follow the health and safety rules for all facilities.

36. Those suffering from any medical history such as cardiopathy, pregnancy, internal inflammation, infectious diseases, epilepsy or people who have a pace-maker are advised not to use the thermal facilities. The thermal facilities should not be used under the influence of drugs or excess alcohol.

37. Verbena Spa reserves the right to refuse admission to any guest and entry will be refused to anyone under the influence of drugs or alcohol.

38. Only Guide or Alert dogs are permitted inside the Spa.

#### **Valuables:**

We strongly recommend that you leave your valuables in your locker. Some treatments require the removal of jewellery. Please ensure you retrieve all valuables before leaving the premises and in particular check the pockets of your robe.

**Age Requirements:**

The minimum age requirement for access to the spa, heat facilities and for treatments is 16.

**Insurance:**

The Verbena Spa is licensed to perform all the services detailed in the treatment menu.