



## Terms and conditions

Source Spa and Wellness is dedicated to providing members with an environment that promotes wellbeing and relaxation. In order to derive maximum benefit from this environment, we feel it is important to outline our expectations of each other.

**Treatments:** The treatments you select are reserved especially for you. If you or your guests cancel any appointment with less than 24 hours notice. We will therefore have to charge a 100% cancellation fee.

**Member's guests:** We are delighted to offer members' guests 10% discount on treatments booked as long as the member is present at time of booking.

**Guests:** We would be delighted to welcome guests of our members to the Spa. Members will receive a certain number of guest passes on their annual renewal date. Additional guest passes may be purchased from Spa Reception at a 10% reduction. Guests will be refused entry if they do not have a valid guest pass.

**Changes in regulations:** Members and their guests shall observe any regulations for the use of the facilities which may be added to and varied from time to time. The Spa reserves the right to set aside facilities with notice for exhibitions, conferences or other social events and activities.

**Prices at The Spa:** The Spa reserves the right to amend prices and subscriptions. Membership prices will be reviewed on an annual basis in September. The Spa reserves the right to increase any direct debit payments as a result of government increases in tax such as VAT.

**Behaviour of members:** We reserve the right to refuse admission and/or cancel membership forthwith if any member shall in our opinion cause a nuisance or annoyance to other members or users of the facilities. A member whose admission is refused and/or whose membership is cancelled shall not be entitled to any refund of the joining fee or annual subscription.

**Force majeure:** Source Spa shall not be deemed in breach of these terms and conditions by reason of delay in performing, or failure to perform, any of the obligations in respect of these terms and conditions, if the delay or failure was due to any cause beyond members' of the Spa's control including, but not limited to, acts of God, explosions, actual or suspected

terrorist attacks, floods, fire or accident, war or threat of war, sabotage or civil disturbance, prohibitions or measures of any kind on the part of any government, parliamentary or local authority, import or export regulations or embargoes, or industrial actions or trade disputes.

**Residents swimming pool access and pool times:** Children of our residents will be allowed access to the indoor swimming pool from 9-11am and 3:30-5:30pm, this will then be extended during the school holidays.

**Members pre school children:** As members you may bring one pre-school child per member to our indoor and outdoor pools, times are shown on our pool timetable. We reserve the right to change these times at any time.

**Young people in the Spa:** The Spa is suitable only for those over 18 years of age. To maintain the tranquil environment and to promote the feeling of relaxation and wellbeing, The Spa is an exclusively adult environment.

**Maintenance:** Periodically we may need to close down certain facilities within The Spa for routine or emergency maintenance. In the case of routine maintenance we will advise you of these closures on the noticeboard and in the members' newsletter. In case of unforeseen circumstances we will endeavour to minimise disruption.

**Freezing your membership:** You may freeze (suspend) your membership for between one calendar month and 12 calendar months for the following reasons: Pregnancy, serious injury, redundancy.

**Liability:** Source Spa and Wellness will not accept any liability for any accident or injury (including any fatality) to any member or guest that may occur on the premises or within the grounds of The Spa (or hotel), other than liability which may arise from the negligence of Source Spa and Wellness or its staff. All such accidents must be reported immediately to a member of staff.

**Personal details:** We will record any personal information you give us in line with the current data protection laws.

Members agree to keep the Membership Department up to date with any changes in their personal details such as email addresses, home address and contact phone numbers.

**Etiquette:** Appropriate swimwear and fitness attire must be worn at all times. All weights and equipment must be put back after use. We supply sweat towels, robes, towels and flip flops for your every need. Any inappropriate behaviour will result in you being asked to leave by a member of the team.

**Physical condition:** In applying for membership, the member warrants and respects that so far as he/she is aware, he/she is in good physical condition and that he/she is capable of all forms of exercise and that such exercise would not be detrimental to his/her health. It is the member's sole responsibility to bring to the attention of Source Spa and Wellness any medical condition that may present a risk to any member in engaging in any particular activity. We ask that all members complete a pre-activity questionnaire on joining and are obliged to tell us of any changes in medical conditions during their membership at Source Spa.

**Safety regulations:** The floor may be slippery when wet, so please take extreme care. Enter the pool slowly using steps as indicated on the pool plan. Prolonged stays in the sauna or steam room re not advisable and a maximum visit of 15 minutes is required. Foot infections i.e. verruca's should be suitably covered at all times. Water is available from water coolers – remember to keep yourself hydrated at all times. Before leaving the pool area it is advisable to take a cool shower to lower body temperature.

**General use:** No glass must be taken into the pool or associated areas. All mobile phones must be switched off at all times. All jewellery should be removed. Source Spa and Wellness operates a no smoking policy. No running, diving or jumping in the pool areas. Please abide by all the signage in the spa areas.

**Hygiene:** In the interest of hygiene, we insist that all bathers shower thoroughly in the changing rooms before entering the pool area. Pool side showers are located between the sauna and steam room. Long hair must be tied back. You must sit on a towel in the sauna

**Cancellation of an annual membership:**

A 12-month upfront membership is non-cancellable within the first 12 months of membership. If a membership is not renewed by/on the specific renewal date, your membership will be deemed to have lapsed and you will not be allowed access to the Spa without payment. If you wish to re-join after your membership has lapsed (i.e. after your renewal date), you may have to pay a re-joining fee.

**Cancellation of direct debit payment membership:**

Once you have entered a minimum 12-month contract agreement with Source Spa and Wellness, we will accept cancellation requests at month 10. This will ensure membership will cease at the end of the initial minimum 12-month contract, otherwise membership will continue automatically on a rolling monthly basis until such time as we receive the cancellation request, whereupon a minimum 60 days' notice and two corresponding payments will be due.

**Subscriptions, joining fees and direct debits:**

In applying for membership, the member understands that joining fees and annual subscriptions are non-refundable. Payment is made either by single payment for the entire year or by direct debit.

**Joint membership:** Joint members must live at the same address. Where Joint membership fees are paid by direct debit, they must be paid from one bank account only. If one part of the joint membership ceases to be a member and the remaining person wishes to continue, they must revert to an individual rate.

**Membership cards:** Members must carry their membership cards when visiting The Spa. Replacement cards are available from reception at a cost. Members are responsible for their cards. Shared access with a non-member will result in termination of membership with immediate effect.

**Quality assurance:** Your complete satisfaction is very important to us. We do everything possible to get things right, but if there is something we need to improve please tell us. Speak to a member of staff at the time so they can put things right as soon as possible. We have a Duty Manager on hand, willing to help you 7 days a week between the hours of 8.30am-7pm to resolve any problems you may encounter.

If you need to raise a concern or make a formal complaint, rest assured that we will take things very seriously. We will deal with your complaint professionally. We also regularly review all feedback to continuously improve your experience with us.

We endeavour to respond to all issues raised within 24 hours. Once received, we can quickly address your concerns. Please include your contact details, including your email address and an outline of your complaint. We will endeavour to rectify any issues in a reasonable time.

**Our management team reserve the right to remove memberships at anytime**