



Am Spa Urban Terms and Conditions

1. Gift Voucher

Vouchers MUST be presented to the Spa reception, on arrival before you commence your Pamper day.

2. The Spa Day and Spa Packages

The description of the Spa Day and Pamper Packages is correct at the time of promotion on our website. Am Spa Urban reserve the right to make alterations without notice. Should the Spa Day or Package be cancelled by the Spa you will be notified ASAP. Am Spa Urban, regretfully advise refunds are not possible in the unlikely event of a cancellation and an alternative date will be offered.

3. Packages and Additional treatment

The Gift Voucher MUST be redeemed for the package that is printed on the front side of the voucher. Additional treatments can be scheduled on redemption. In the event that the full value of a monetary gift voucher is not redeemed at the time of booking, then the balance will remain in credit with Am Spa Urban for up to 3 months

4. Cancellations

In the unlikely event that you require to cancel your appointment Am Spa Urban will charge a re-booking fee of £15.00 per person. If cancelled before latest notice.

5. Prices and Packages

Are correct at the time they are entered on to our website. Prices and packages may vary or be discontinued without prior notice at either Am Spa or the Spas discretion. Am Spa Urban strive to keep the website content current.

6. 2 for 1 or buy one get one free Packages

All packages and offers must be redeemed on the same day of first booking and are not transferrable.

7. Holiday Bookings, Cancellations and Lost Tickets

Am Spa Urban acts at all times as agent for the operator and is not responsible for any financial costs or losses, inconvenience or event nor any consequential loss resulting from any changes, cancellations or cessations of flight arrangements made by the operator and beyond the control of the company.

- By accepting those conditions of booking, the client is automatically deemed to have accepted the terms and conditions of the operator whether or not the client or purchaser.
- All travel bookings and fare quotations are made by Am Spa Urban in 'good faith' but are at all times subject to confirmation, cancellation or alteration by the operator whether or not payment has been made in whole or in part by the client, up to and including departure.
- Am Spa Urban reserves the right to refuse to process a booking to an operator if any balances of payment due from the client have not been paid in full by the due date.
- In the event of cancellation by the client or of lost or stolen tickets Am Spa Urban are under no obligation to replace or issue duplicate tickets. Clients are strongly advised to check the limitations of their insurance regarding such losses and or cancellation costs.

8. Late cancellations / non arrivals

The terms of the Am Spa Urban will apply. It is advisable that you ask for these terms on booking, in the unfortunate event you have to cancel.

9. Loss of voucher

In the event of a lost Gift Voucher – Am Spa Urban will issue another voucher pack with a covering letter confirming what has been bought. We cannot however issue a replacement voucher. Am Spa Urban will then personally handle your reservation through to booking.

10. Complaints

If you have a complaint on, or during the day, please bring it to the attention of the Senior member of staff. If it is not resolved please then forward your complaint in writing to the Manager.

11. Payments

There is a 4% transaction charge for all credit and debit card payments together with postage charge.

12. Group Bookings and Payment options

When booking a Group for any of our Spa Days, payment options are as follows :

- The full amount payable on booking
- All packages are non-refundable. The balance is to be collected by the Group organiser and then paid to Am Spa Urban. Full Balance MUST be paid 30 days prior to arrival.

13. Late Bookings

Payment is required in full for all packages agreed with an advisor.

14. Late Arrivals

Treatment times will be reduced accordingly for late arrivals. This is to ensure other clients are not disadvantaged

15. Amendments to booking

Amendments to any reservation will incur a £15 administration charge.

16. Vouchers

All purchased vouchers are valid for 3 months only from the date of purchase.

17. Hen/Stag and Party events

Am Spa have several treatments rooms but for large party bookings an event room will be staged in an appropriately sized room within the hotel facilities. It may be necessary to stagger larger groups. Therefore it is advisable to plan your day accordingly and stagger your arrival times. Please ensure large groups arrive 15 minutes before to complete pre treatment questionnaire. Please be advised that treatments are delivered in groups. Should you require private treatments alternative booking arrangements will need to be confirmed prior to the booking. All payments for party booking are required in full and it is the responsibility of the group organiser to collect payments. All party and group payments are non refundable.

18. Facilities at Am Spa

Am Spa Urban is a Dry Spa offering hand delivered spa treatments. It is a place where treatments are delivered in a salon environment. Am Spa is located in various treatment rooms and event rooms within the hotel.

Other services:

- Resturant
- Lounge Area
- Bar