

# The Retreat

## Terms and Conditions

### Spa Appointments

Please arrive 15 minutes before your appointment. You will be asked to fill in your medical form if you have not completed this online before your treatment.

### Spa Attire

You are more than welcome to wear your bathrobe down to The Retreat, alternatively you may change using our changing facilities before your treatment.

For use of all our Spa and Gym facilities, we kindly ask that you wear clothing appropriate to public areas. Please make sure correct footwear is used in the Gym.

### Cancellation

We operate a 24-hour cancellation policy for individual bookings. Should you wish to cancel/rearrange your booking within 24 hours of the appointment, or in the event of a no-show, you will be liable to pay the full amount of the booking.

For groups larger than 3 guests you may be asked to pay a deposit, along with an extended cancellation policy of 72 hours.