

## **Revive Terms and Conditions:**

### **1. Refunds**

We do not offer Refunds on Gift Vouchers, retail products, courses of treatments bought or pre paid treatments.

### **2. Gift Vouchers**

Gift Vouchers are valid for 6 months from date of purchase and will not be accepted after this unless specified differently on the voucher.

Gift Vouchers can be used for treatments only not including retail products.

Gift Vouchers can be used for part payment of treatments, change cannot be given for unused value of voucher but the balance can be used within validity of the voucher.

Gift Vouchers cannot be redeemed for cash.

### **3. Course of Treatments**

To get the best out of treatments it is recommended to have a course of treatments so if you purchase a course of the same 5 treatments then you receive and the 6<sup>th</sup> one Free. Not in conjunction with other offers and discounts.

### **4. Children**

To maintain a relaxing environment, we ask all clients not to bring young children into the salon; this is also for Health & Safety reasons.

### **5. Payment**

We accept cash, cheque with a Cheque Guarantee card and credit/debit cards. If paying with a credit card a 2% surcharge will be added to payments below £10 due to bank charges.

### **6. Cancellations**

We would appreciate at least 48 hours notice of any change or cancellation to an appointment, failure to do so will incur a cancellation charge of 50% of the treatment value.

### **7. Salon Etiquette**

Please ensure you come appropriately dressed for treatments and ensure you have showered before coming for body treatments.

Please be quiet in the waiting area and avoid using your mobile phone.

Please arrive promptly for your appointment, and allow an extra 10 minutes for your first visit.

### **8. Consultation**

All information is kept in the strictest confidence and only used to provide the highest customer care possible, we ask you to be honest when completing the Consultation form.

### **9. Patch testing**

Patch testing is necessary for some treatments due to the avoidance of negative reactions with products; this is required at least 48 hours before treatment.

### **10. Members & Non Members**

Non Members are welcome in Revive, Members of the Park Health Club and Spirals clients benefit from a 10% discount on all prices. Not in conjunction with other offers and discounts.

### **11. Offers and Special Promotions**

Offers and Specials promotions already have discounts therefore other offers cannot be used in conjunction with these offers. (Eg. 10% off and Packages)

### **12. Opening Times**

Revive is operated by one Full Time member of staff only so there is not always a member of staff on Reception every day, there is a Message board if you wish to leave a message. Revive is open Monday to Saturday, Sundays Closed.