



## **Terms & Conditions**

- Clients / guests are strongly recommended to book treatments and packages well in advance. To book please telephone 01376516969 or email: info@rivenhallhotel.com.
- Please arrive at least ten minutes before your scheduled appointment time, in order to make the most of the time booked. Clients coming late for their appointment will have time deducted from the length of the scheduled treatment. This is to meet appointment requirements and to avoid waiting times.
- All treatment times quoted include changing and allows time for consultations required and completion of forms.
- To cancel or re-book your appointment we require 24 hours' notice. Full service charges will be applied if you fail to contact us or do not show up for your appointment.
- Prior to treatment, guests will be asked to complete a registration & Pre-Treatment Form to safeguard guest's well-being & comfort, and to allow us to safely deliver our services by minimising any risk of injury. The Sankara assures confidentiality of the strictest standards.
- We request for guest to disclose any medical conditions and/or prescription medications as some treatments may be contraindicated. Please advise our therapy staff of any allergies or sensitivities or if you are pregnant.
- As a courtesy to other clients and to preserve the ambience of the Sankara we request that clients switch off their mobile phones at all times within the Sankara areas.
- The Sankara is entirely non-smoking.
- We reserve the right to review our prices and modify or discontinue treatments without prior notice to ensure that maximum standards of service and quality are met.
- No responsibility can be accepted by the Company for the safety of money or valuables of any kind brought to the Sankara.
- You are under full obligation to check /consult with your GP/Doctor before commencing any treatment at the Sankara.
- Payment for treatment can be made by a valid credit / debit card or cash. We do not accept cheque payment.
- For in-house guests payment for treatment can be charged to their respective room, signatures are required. This does not include guests from corporate room bookings.
- If you use other services/facilities of the Hotel, you are subject to other terms and conditions. For further information, please contact Reception.

