



## **TERMS AND CONDITIONS – TREATMENTS**

**IN THESE TERMS AND CONDITIONS “YOU” OR “YOUR” MEANS THE PERSON NAMED IN THE CONFIRMATION INVOICE.**

**“WE” OR “US” MEANS THE THERAPIST PROVIDING THE TREATMENT.**

**PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE MAKING YOUR BOOKING.**

**YOUR CONTRACT WITH US WILL BEGIN UPON PAYMENT OF YOUR BOOKING**

**YOUR CONTRACT WITH US WILL BE ON THE TERMS SET OUT IN THESE TERMS AND CONDITIONS.**

### **1.0 Your Booking**

- 1.1 All bookings are formally confirmed when Ribble Valley Holiday Homes have received the total amount payable for the treatment.
- 1.2 Late arrival to your treatment will be deducted from the advertised duration of the treatment.
- 1.3 Should you or any member of your party have a serious medical condition, we request that you seek advice from your GP whether you are suitable for treatment(s) prior to booking.
- 1.4 Inform us about any recent injuries, operations, medication, etc. that might affect the treatment.
- 1.5 Ribble Valley Holiday Homes act as agents for us and are not party to the contract between you making the booking and us.

### **2.0 Changes to Your Booking**

- 2.1 Please provide us with a two day notice if you are unable to make your booking and we will be happy to re-schedule. Any later notice will mean that we receive the full amount due as if the treatment was fulfilled.
- 2.2 We do not expect to have to make changes to your booking, however sometimes problems occur, and bookings have to be changed or cancelled. We will only change or cancel your booking if absolutely necessary.
- 2.3 If we do need to change or cancel your booking, we will do our best to offer you a reasonable alternative. If we are not able to offer you a reasonable alternative, we will instruct Ribble Valley Holiday Homes to issue a refund.