



Brookdale

DAY SPA BOOKING POLICY

- Bookings are essential and we require a 50% deposit on all weekday bookings. Saturday and public holiday bookings require full payment.
- Payments are due upon making bookings.
- We also require cell numbers and email addresses for all bookings.
- If the deposit is not received by the stipulated date, the booking will be automatically cancelled.
- If you are unable to make your appointment timeously we may not be able to accommodate all your treatments.
- Additions or changes to bookings may not always be accommodated.

WEEKDAY BOOKINGS

- The full deposit will be forfeited should the booking be cancelled 48 hours or less prior to the booking date.
- Deposits for bookings cancelled 72 hours and more prior to your arrival date can be held in full for a future booking or refunded to you. An admin fee of 10% will be charged on any refunds processed.

SATURDAY & PUBLIC HOLIDAY BOOKINGS

- 75% of the deposit will be forfeited should the booking be cancelled 48 hours or less prior to the booking date.
- 50% of the deposit will be forfeited should the booking be cancelled 72 hours or more prior to the booking date.
- Deposits for bookings cancelled 96 hours and more prior to your arrival date can be held in full for a future booking or refunded to you. An admin fee of 10% will be charged on any refunds processed.

GIFT VOUCHERS

- Gift vouchers are only exchangeable for treatments/products and may not be redeemed for cash.
- Gift vouchers are valid for three years from date of issue.
- Prices are inclusive of VAT and are subject to change.
- No cash change will be given.
- Please safeguard your gift voucher as it cannot be replaced or any value thereon redeemed if lost or stolen.
- In order to redeem the voucher it must be brought in.
- Gift vouchers purchased are non refundable.
- Gift vouchers shall be deemed to be redeemed at the time that confirmation of the booking is received. Once redeemed, if the booking is cancelled, Brookdale Health Hydro reserves the right to charge a cancellation penalty which will be levied as follows:
 - 96 hours and more prior to booking date – 0% of booking price
 - 72 hours and more prior to booking date – 50% of booking price
 - 48 hours and less prior to booking date – 75% of booking price

