



### **Terms & Conditions of The Roslin Retreat**

We want you to fully enjoy your Retreat Experience at The Roslin Retreat, and therefore we ask you to read our Terms and Conditions prior to your arrival.

If you have any questions or queries, please do not hesitate to contact us.

#### **Treatment Times**

Please be sure to check in at Reception 15 minutes prior to your appointment to relax in our Retreat Lounge, the time your appointment is booked for is the time it is due to begin. Should you arrive late, the treatment duration may be shortened as a result of this. We do have a complimentary car park at the Hotel, please be aware that our car park is very busy.

Treatment times are not completely guaranteed and we may amend your timings prior to arrival. This will not be by anymore than 30 minutes either side of the appointment, we will try our utmost to accommodate all timings and you will be contacted should we need to make any amendments.

#### **Medical Conditions or Medication**

We advise you remove all jewellery for treatments, drink plenty of water after your treatments and throughout the day to keep your body hydrated.

You will be required to complete a Consultation form upon check in. Please inform us upon booking of any medical conditions you may have and any medication you are taking. For the majority of medication, we do require you to have been taking this for a period of longer than 6 months, including dosage changes.

If you are taking a course of antibiotics, please call ahead and let us know so we are able to adjust the treatment or advise an alternative treatment.

#### **Allergies**

Please make us aware of any allergies upon booking so that we are able to tailor your treatment to suit your needs.

#### **Therapists**

Our Retreat team is made up of highly trained female therapists. For our regular clients we understand that you may want to make a specific request. We can make the request for you upon booking, however cannot always guarantee that you will have the therapist you have requested. We will try our utmost to accommodate your requests.

#### **Treatment Rooms**

Our Treatment facilities are made up of two double treatment rooms and one single treatment room. When booking appointments together, you will be allocated a double treatment room. If you would like separate rooms, this can be requested upon booking. Please be aware that the single room is subject to availability and cannot always be guaranteed.





### **Cancellation & Rescheduling**

#### **CANCELLATION POLICY *(For Treatment Bookings)***

We ask that you respect that our therapist's time is very valuable. Therefore, we kindly request 48 hours' notice when cancelling or rescheduling an appointment, otherwise we regret that 50% of your total treatment value will be charged.

#### **CANCELLATION POLICY *(For Treatment packages and Group Bookings)***

All deposits are non-refundable, however, if you would like to move the date of your booking we are happy to transfer the deposit providing we have a minimum of two weeks' notice.

### **Prepayment**

For all Treatment Packages, we will require full payment 48 hours prior to arrival.

### **Manicures and Pedicures**

Please ensure you bring open toed sandals/ flip flops with you and have any gel/shellac removed prior to your arrival, alternatively we can arrange this for you for an additional cost, for both Manicures and Pedicures.

### **Restaurant Services**

The Roslin Beach Hotel offers a range of different menus and services, from our Full English Breakfast Buffet to our A La Carte Restaurant. We have plenty to offer, including our Terrace, Bar and Lounge menu, Breakfast, Lunch, Dinner and Afternoon Tea. Should you wish to make a booking, please do not hesitate to contact us.

\*Please be aware this is subject to availability, all areas do require booking prior to arrival apart from the Terrace, Bar and Lounge area. This is on a first come first served basis.

### **Parking**

We do offer Free Parking Facilities accessible via Walton or Clievedon Road. The Car Park is First Come First Served and therefore we cannot guarantee a space. Please be mindful that the Car Park does get very busy. Please allow plenty of time for this.

### **Comments & Feedback**

Your feedback is very important to us, you will be given a comment card after every appointment. Please use this to give any feedback and let us know if you feel your therapist went the extra mile. Any online reviews would also be greatly appreciated.

We are very much looking forward to welcoming you to the Retreat.

If you have any further questions or queries, please do not hesitate to contact us.

