



SPA POLICIES

- **CHECKING IN**

- **CHECK IN (FULL DAY)**

- ARRIVAL TIME IS 08:30. PUNCTUALITY IS KINDLY REQUESTED.

- **CHECK IN (HALF DAY)**

- **MORNING**

- ARRIVAL TIME IS 08:30. PUNCTUALITY IS KINDLY REQUESTED.

- **AFTERNOON**

- ARRIVAL TIME IS 12:30. PUNCTUALITY IS KINDLY REQUESTED.

- **CANCELLATION / RESCHEDULING**

A **10 %** FEE IS APPLICABLE ON ALL CANCELLATIONS OR RESCHEDULING RECEIVED PRIOR TO 72 HOURS.

A **25 %** FEE IS APPLICABLE ON ALL CANCELLATIONS OR RESCHEDULING RECEIVED AFTER 72 HOURS.

A **75%** CANCELLATION FEE IS PAYABLE FOR LATE CANCELLATIONS.

FAILURE TO ATTEND OR LEAVING WITHOUT ARRANGEMENT WILL RESULT IN **NO REFUND** BEING ISSUED.

- **CELLULAR PHONES**

THE USE OF CELLULAR TELEPHONES IS LIMITED TO THE RECEPTION AREA ONLY.

- **LATE POLICY**

SHOULD YOU ARRIVE LATE THE THERAPIST WILL PROVIDE AS MUCH POSSIBLE OF THAT TREATMENT IN THE REMAINING TIME. HOWEVER SHE WILL NOT OVERRUN THE ALLOTTED TIME FOR THAT TREATMENT OUT OF RESPECT FOR THE NEXT CLIENT. FULL PRICE APPLICABLE.

- **TREATMENT**

ALL TREATMENTS DONE IN NO SPECIFIC ORDER. TREATMENTS DONE AT DISCRETION OF THERAPY CO- ORDINATOR. TREATMENTS ARE NOT REDEEMABLE FOR CASH OR PRODUCT EXCHANGE/S.

- **WHAT TO BRING WITH YOU**

CLIENTS ARE KINDLY REQUESTED TO BRING TRACKSUIT PANTS & T-SHIRT (WINTER). AN EXTRA SET OF UNDERWEAR & SUNGLASSES.

- **PRODUCT PURCHASES**

PRODUCTS PURCHASED ARE NOT REFUNDABLE. PLEASE INSIST ON A RECEIPT UPON PURCHASE OF ANY PRODUCTS. PLEASE DO NOT ACCEPT PRODUCTS WITHOUT THE OFFICIAL PRODUCT LABEL i.e. ESSENCE DE JUVENESS.

- **MISCELLANEOUS**

SHOULD YOU LOOSE A LOCKER CUPBOARD KEY, YOU WILL BE HELD LIABLE TO PAY A FEE OF **ONE HUNDRED AND FIFTY RANDS (R150-00) IMMEDIATELY.**

COUNTRY BLISS DAY SPA, ITS MANAGEMENT AND DIRECTORS ARE NOT RESPONSIBLE FOR THEFT, DAMAGE, LOSS OR MISFORTUNE THAT MAY OCCUR.

ALL PRICES AND INFORMATION ARE SUBJECT TO REVISION WITHOUT NOTICE.

N.B. AS WE ARE A HEALTH SPA WE DO NOT ALLOW ALCOHOLIC BEVERAGES AT THE SPA UNDER ANY CIRCUMSTANCES.

THANK - YOU FOR CHOOSING US TO PAMPER YOU.

COUNTRYBLISS RELAXATION AND WELLNESS DAY SPA.

A spa with a difference...