



NUGGET POINT

QUEENSTOWN

DAY SPA TERMS & CONDITIONS

CONFIRMATION

To confirm your booking, we require your full contact details, along with your credit card number and expiry date. All spa treatments are to be paid on site at Nugget Point Hotel, unless otherwise authorized.

The spa is closed on public holidays.

PAYMENT

Please note that a surcharge of 2.5% will apply to Visa and Mastercard and 4% to AMEX credit card. There is no surcharge on debit cards.

Alternatively, payment can be made by bank transfer using your booking invoice number as the payment reference:

Bank account name: Nugget Point Hotel
Bank account number: 02-0108-0803366-00

For groups and events, the client will be liable for all charges and services incurred by the client or delegates to its event, unless instructed in writing.

CANCELLATION

All cancellations must be provided with 24 hours' notice prior to any treatment booked to avoid cancellation fees.

A cancellation fee of 50% of the treatment cost will be charged if the treatment has not been cancelled at least 24 hours prior, within reason.

A cancellation fee of 100% of the total treatment cost will be charged if no cancellation notice has been provided or if a 'no show' occurs.

AMENDMENTS

Notice must be provided at least 12 hours prior to treatment for any changes to your treatment, a request of change of time and for change to guest numbers.

An increase to numbers will only be accepted if availability allows.

ARRIVAL	<p>Please arrive at least 10 minutes prior to your scheduled treatment time; this will allow you time to relax and complete your consult form.</p> <p>Late arrivals may impact the treatment time scheduled.</p>
CODE OF CONDUCT	<p>Our goal is to provide a safe and comfortable environment for all guests. all our therapists are trained to conduct all services in a dignified and respectful manner to always ensure privacy of the client.</p> <p>Our therapists reserve the right to terminate any treatment if they feel the client's behaviour is inappropriate or unacceptable.</p>
CHILDREN	<p>We are unable to accept appointments for anyone under the age of 16 years, unless accompanied by a parent or guardian.</p>
GIFT VOUCHERS	<p>Gift vouchers are available for purchase directly with nugget point hotel team or online via our website. All vouchers must be redeemed within the voucher expiry date and must be booked in advance for the treatment as per booking policy.</p> <p>Gift vouchers cannot be redeemed for cash or returned for a refund. if your purchase exceeds the value of the gift voucher, the balance must be paid by debit or credit card.</p>
HEALTH & SAFETY	<p>Under the Health & Safety at Work Act 2015, we are required to engage and communicate our health & safety plans and we require you to comply with our policies and procedures whilst on site at Nugget Point Hotel.</p>
HEALTH CONDITIONS	<p>Please advise us prior to your treatment of any health conditions that you may have. A medical consultation will be carried out with a therapist prior to treatment. Our therapist can decline the treatment if condition is contraindication, and find the treatment may put the client, or therapist, at risk. If the client does not advise the therapist of any health condition, the therapist will not be held accountable for the decline in health or issues that may have arisen due to the nature of the treatment.</p> <p>Pregnancy massage is only available after the first trimester, 12 weeks.</p>