



BURNTWOOD COURT

THE SPA

TERMS & CONDITIONS

Common Road, Brierley, Barnsley, S72 9ET
01226 711123

THE SPA

The Spa at Burntwood Court is a very special place where the emphasis is on relaxation and pampering. Our team of experienced and highly qualified beauty therapists are committed to using techniques that can invigorate, stimulate, energise or simply help you to unwind and relax.

SCHEDULING OF APPOINTMENTS

To schedule an appointment for the perfect treatment, please speak with our specialist Spa reception team who will guide you to the right choice. To ensure your preferred time and service is available we recommend advanced booking.

CANCELLATION OF APPOINTMENTS

We understand that you may occasionally need to re-schedule or cancel an appointment, however as we wish to be of service to other clients please give us at least 24 hours notice, otherwise, you may incur a charge to cover our time slot. Please note, full payment will be required on reservation for Spa Day or Spa Break Bookings this is non-refundable but can be transferred with 72hrs notice.

SPA ARRIVAL

If you are on a spa day package, it is advisable to arrive at the spa reception at least 60 minutes prior to your treatment reservation. This will enable you to enjoy the full use of the exclusive facilities at The Spa. Facilities include male and female changing rooms, Gym, Studio Classes, hydrotherapy pool, Swimming Pool, Sauna & Steam Rooms. There is a beautiful and tranquil relaxation lounge offering our guests a peaceful area to read, enjoy refreshments or simply relax in.

If your visit is for treatment only, please arrive at least 15 minutes prior to your treatment reservation. This will allow you time to fill out your consultation form and get ready for your treatment in a relaxed manner. Please be aware that unfortunately we are not able to give an extension to treatment times for late arrivals therefore your treatment time maybe reduced or cancelled.

SPA DAYS/OVERNIGHT BREAKS

Full payment is required on booking any Spa Day Package at the time of booking. All Spa Days include the use of The Club's facilities. We advise our clients to use the facilities prior to their treatments and ask you to bring your own towels. A £10 (cash only) deposit for your locker key and spa robe is required on arrival. We also provide flip flops for the pool side.

SPA TREATMENTS

A full range of specialised treatments are available. Payments for treatments can be made in cash or card.

The majority of treatments are for persons aged 16 or over. Person's under the age of 16 only have a limited selection of treatments to choose from and they should consult one of our therapists before booking. Anyone under the age of 18 must be accompanied by an adult

HEALTH CONDITIONS

Kindly advise us of any health conditions, allergies or injuries, which could affect your service when making your Spa reservation. Should you be suffering from any serious medical condition please make us aware at booking stage. It is advisable to bring a letter from your consultant stating it is safe for you to undergo the treatments.

PREGNANCY

We have specially designed treatments for expectant women and nursing mothers. Please allow our Spa team to guide you in selecting which treatments are most suitable for you during this special time. We do not offer certain treatments in the first trimester. From 12 weeks of pregnancy, we can perform most treatments.

GIFT VOUCHERS

- Vouchers are valid for a period of 6 months from the date of purchase. -Vouchers Cannot be redeemed after the expiry date.
- Email vouchers shall be provided free of charge to the email address provided at the point of purchase.
- There are additional costs associated with the provision of a postal voucher. Such costs are added to the voucher cost and shall be paid at the point of purchase. Please allow up to 7 days for delivery of a postal gift voucher.
- Vouchers are non-transferable and cannot be exchanged for cash.
- Lost, stolen or destroyed gift vouchers will not be exchanged, refunded or redeemable.
- Vouchers are non-refundable
- Monetary vouchers can be used for part or full payment of services offered at Burntwood Court excluding membership of The Club
- Vouchers below £30.00 can't be partially redeemed. Vouchers over £30.00 are permitted to be partially redeemed.

MOBILE PHONES

As the spa is a retreat to escape we strictly have a no phone policy in any area of the spa, this is for the tranquillity and privacy of all our guests.

DRESS CODE

Most spa days include Robes and Slippers. If included they will be provided on arrival. Robes must be returned prior to you leaving the facility. You are required to wear suitable swim wear in the wet area of the spa. Please remove wet swimwear prior to treatment for your comfort.

VALUABLES

The Spa at Burntwood Court accepts no responsibility for loss of valuables and jewellery at any time on the premises.

Burntwood Sports Ltd. reserve the right to amend any treatments or prices without prior notice