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# OLIVER'S

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Rejuvenate

# Terms & Conditions

## Wellness & Beauty Clinic

*(valid from 01 September 2024)*

### Opening times

Monday to Saturday 07:30 – 16:00

Sunday 08:00-15:30

### Gift Vouchers

Our Gift Vouchers are a beautiful way to show someone you care. Please enquire with your therapist or after hours at lodge reception. Please note, only monetary vouchers will be issued.

### Special Occasions / Group Bookings

Receive a 10% discount when booking **2** or more treatments per person for a group of four or more people. This excludes waxing, tinting and soak-offs. Make use of our wellness lounge or the outside veranda where you can enjoy a selection of teas, coffees & juices. Enquire about our available snack platters.

### Etiquette & Policies

- Kindly arrive 10 minutes before your appointment in order to minimise delays.
- Late arrival will result in a reduction in treatment time and the full treatment fee will be charged unless there is no other treatment booked afterwards.
- Complimentary non-alcoholic refreshments are limited to one per client having a treatment.
- Clients younger than 12 years must be accompanied by an adult for the duration of the treatment.
- Ensure mobile devices are switched off or on silent during treatments. No calls to be answered.
- Strictly no pets allowed.
- Strictly no BYO beverages allowed
- Babies and little children will only be allowed if the entire Wellness area is booked out with all available therapists.
- All prices are subject to change without prior notice.
- Treatment times are estimates only
- Products purchased are not refundable.
- Please inform us if you are pregnant.
- Gowns are only offered for Packages that include Body Exfoliation. We do not have Kiddies Gowns
- Right of Admission is reserved – we reserve the right to deny access to any person acting in an inappropriate or disrespectful manner and not adhering to our T's and C's

### Liability

Please note: Your valuables are your responsibility and we cannot be held responsible for any loss or damage. We cannot be held liable for any injuries sustained or damages incurred on our premises.

### Deposit & Cancellation Policy

- Any cancellations or rescheduling be done at least 24 hours in advance.
- 50% deposit required to confirm bookings.
- 100% payment required for bookings made 48 hours in advance.
- No refunds for No-Shows or bookings cancelled within 24 hours of your appointment.
- A 10% admin fee will be deducted from all refunds.
- Refunds can be made in the form of an Oliver's Voucher.
- If treatments are changed on the day to a cheaper treatment, the difference will be refunded in form of a voucher.