

SPA POLICIES

APPOINTMENTS & RESERVATIONS

Due to the popularity of our unique services, we highly recommend you make a reservation in advance for any of our relaxing treatments. However, we will always do our best to accommodate your requests.

When booking any, Spa Treatments, Spa Packages, Couple Treatments or Group Bookings 50% Deposit is required to secure your booking and is Non-Refundable.

You may also give us a call **044 873 4513** or WhatsApp on **072 227 5969** where Our Receptionists have all the information needed to help you choose a spa treatment that will suit you and your needs. She is very friendly and helpful, and you can be certain to get everything and more that you have asked for.

CHECK IN:

Please arrive at least 15 minutes prior to your first scheduled appointment. Late arrivals will be subject to a shortened appointment, so the next guest will not be delayed, and you will be charged for the full value of the service.

Please check in at the front desk. Our receptionist will send you a reminder message the day before your appointment.

For any questions or inquiries, please ask the assistance of the front desk representative before doing your treatments.

CANCELLATION & TARDINESS POLICIES

Six working hours (6) notification is required for all cancellations or re-scheduling, which the 50% deposit is still NON Refundable. If you are late for your session, you are welcome to receive whatever time is left in your appointment. Due to our tightly booked schedule, we are generally unable to extend your session beyond your original appointment time. Regardless of the length of the service given, you will be responsible for payment of the full service you scheduled. If you do not show up for your appointment or cancel on short notice, 100% of the treatment price will be due and is Non-Refundable.

We understand that sometimes being late is unavoidable. However, depending on circumstances, we may be forced to shorten or reschedule your service.

Clients who arrive late will be charged in full for their scheduled session, but will receive an abbreviated, pro-rated session. For example, if you scheduled an hour session and arrive 15 minutes late, you will be charged for that hour session but will only receive 45 minutes of treatment for that session, including consultation and changing time.

SPECIAL CONDITIONS POLICY:

Please notify our receptionists before reserving your treatments if you have cancer, heart problems, circulation and blood clots, special physical concerns, diabetes, allergies, or are pregnant. In serious cases you will be required to present us with a doctor's letter confirming that it is for you to have any of our spa treatments.

All spa guests will be asked to complete a brief questionnaire upon check-in, designed with your well-being in mind.

HEALTH, ALLERGIES, OR PREGNANCY CONSIDERATIONS:

When visiting or calling for your appointment, please make sure to notify our therapist if you have any health conditions, limitations, allergies to medications or foods, physical ailments, medications you are currently taking, or if you are Pregnant.

We also encourage for you to alert our therapist immediately for any discomfort during your treatments.

PRICES POLICY

We are constantly expanding our services to bring you the latest and greatest treatments. Although we make every effort to keep our website and spa menu updated, please note that prices, services, and information are subject to change at any time with or without prior notice.

REFUND POLICY:

All service sales, products and gift card sales are FINAL and is non-refundable.

GIFT CARDS:

Terms and conditions are applicable to all presented vouchers, irrespective of whether presented by purchaser or user i.e., as a gift or transfer.

1. By purchasing or receiving a voucher, the redeemer automatically agrees to these terms and conditions.
2. Vouchers may not be exchanged for cash.
3. We only sell a cash value on the voucher. No specific treatment will be given on the gift card.
4. Unredeemed value of vouchers will be issued in the form of another voucher.
5. The expiry date will still be applicable on any unredeemed values of vouchers.
6. Any additional cost exceeding the value of this voucher will be paid by the redeemer.
7. Vouchers may be exchanged or given to a third party other than the mentioned redeemer.

8. Vouchers are valid for one year only unless timely prior arrangement is made with Sanguine management.
9. Either the voucher or voucher number must be presented at reception for exchange of services, without this the treatment will be charged as normal.
10. This voucher entitles the bearer to redeem the service specified herein or service of similar cost.
11. When a booking is made and confirmed the 50% cancellation policy will also apply if booking is not cancelled within 6 working hours.
12. Gift vouchers cannot be used to pay for products.
13. Monthly specials are not available as vouchers.
14. If the terms and conditions are not met, Sanguine reserves the right to decline the usage of the voucher.
15. This gift voucher will not be replaced when lost, damaged or stolen unless redeemer can provide voucher number and proof of purchase.
16. Unless otherwise stated, vouchers are not valid in conjunction with other promotions or discounts.
17. Sanguine reserves the right to amend these terms and conditions without prior notice.

CONFIDENTIALITY AND PRIVACY POLICY:

We do believe that every client has the right to privacy and confidentiality. The conversations you have with your skin care specialist or therapist will remain confidential, as will your health history form. Client lists and email lists are confidential. We do not share our client lists with outside companies.

RESTRICTIONS:

We also suggest to please let us know if you are wearing contact lenses or using skin medications before doing your treatment.

As a consideration to other guests, please turn off your cell phone while inside the Spa.

We also suggest for you to please leave your valuable items at home when doing your treatment. We regret, but we will not be responsible for loss or damage of your personal items.

Please remember that the room must be prepared and used for the next client and should be vacated after treatment upon completion of service within a reasonable amount of time.

We do not allow smoking inside or outside the spa building.

AGE REQUIREMENT POLICY:

We do have treatment packages for children under the age of 12.

Rights of admission are reserved.

Children under the age of 12 years are always strictly the parent's responsibility and ensure that they do not disturb other Clients or the Tranquillity of our Spa.

THIS IS A PROFESSIONAL SPA ESTABLISHMENT:

Any sexual comments or remarks will result in immediate termination of your treatment and will be reported to authorities. You will then also be held responsible for the full amount of the treatment.

WHAT SHOULD I WEAR?

Our services would be more convenient if you are free of restrictive clothes. If you are scheduled for a spa package or more than 1 treatment, you will be asked to put on one of our robe that will be provided in your locker.

OTHER TIPS FOR YOUR VISIT:

Many treatments require the removal of jewellery. Please do not bring valuables with you; we are not responsible for lost or stolen items. Please respect the right to a quiet atmosphere for all guests

We do not take any responsibility for any damage there may be caused by any products or equipment.

Live streaming and photos of our employees and/or services are against our company standards policy without permission.

We ask that you refrain from talking loudly and that you turn off all cell phones.

GRATUITY

Gratuities are not included in prices of our services or gift certificates and are always appreciated. Industry standards on gratuities are 10-15% of the regular cost of service – but the amount is totally at the discretion of our clients. You may tip the therapist at the front desk.

SPA ETIQUETTE

We ask that you soften your voice upon arrival. Also please turn off your cellular devices for optimal me time. Our goal is to provide the most peaceful and relaxing environment possible to each guest. Thank you for your consideration.

Many treatments require the removal of jewellery. We suggest that you leave valuables at home as we cannot be responsible for lost items.

We do not allow any outside drinks or food at our Spa.

Food and beverages must be ordered the day before your appointment at reception.

No bubbles, bath salts or bath oils are allowed in the jacuzzi.

NUDITY

You will never be asked to change in front of any of our staff. All rooms are private, and you will be alone while changing. If you are having multiple services that require your clothing to be removed, robes are provided for covering as you move from room to room. The therapist will always knock on the door before entering the room, and if you are not ready, they will not enter. During the treatment, only the area being treated will be uncovered. Our staff is highly trained in "draping," which is the careful practice of covering all parts of the body not being touched. Removing your clothing gives you a much better experience as the therapist is free to work all the muscles without barrier. Male clients should leave on their boxers or underwear, and female clients should remove their bras but leave on underwear also.

BOOKING CONFIRMATIONS

As a courtesy, we try to send you a reminder SMS/WhatsApp or email to confirm your appointments the day before. However, if we are unable to make this call or are unable to reach you, please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments, and the cancellation fee.

PAYMENT INFORMATION

We accept Cash, Cards, Gift Voucher or pre-arranged EFT's . Full payment is due at time of service.

Sexual Harassment Policy:

Unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. A decision affecting that individual is made because the individual submitted to or rejected the unwelcome conduct; or
2. The unwelcome conduct unreasonably interferes with an individual's work performance or creates an intimidating, hostile, or abusive environment.

Certain behaviours, such as unwanted touching of a therapist or unwelcome actions of a sexual nature, are always wrong.

Unwelcome actions such as the following are inappropriate and, depending on the circumstances, may in and of themselves meet the definition of sexual harassment or contribute to a hostile environment:

- Sexual pranks, or repeated sexual teasing, jokes, or innuendo, in person or via whats-app.
- Verbal abuse of a sexual nature;
- Touching or grabbing of a sexual nature;
- Repeatedly standing too close to or brushing up against a person;
- Repeatedly asking a person to socialize during off-duty hours when the person has said no or has indicated he or she is not interested
- Giving gifts or leaving objects that are sexually suggestive;
- Repeatedly making sexually suggestive gestures;
- unwelcome conduct of a sexual nature that affects the work environment. A victim of sexual harassment can be a man or a woman. The victim can be of the same sex as the harasser.
- The client keeps offering the Therapist more money to preform sexual acts during a massage or offer to pay more money when making a booking. This behaviour will not be tolerated at all and you will be banned from Sanguine Wellness Day Spa and all calls, whats-app and sms's will be Blocked.
- We are a ZERO TOLERANCE Spa. Clients and our staff should all always feel safe. If a client breaks the zero tolerance rule, they will be banned from Sanguine Wellness Day Spa for life and the authorities will be called. (inappropriate behaviour, talk, or touch are not allowed.)