

# TERMS AND CONDITIONS

## LATE ARRIVAL

Late arrival will limit the time allocated, please plan your day to fully accommodate your appointment time.

## CANCELLATION

We require a minimum 24 hours' notice to cancel your appointment. Reception will be happy to reschedule your appointment.

## LATE CANCELLATION FEES

A cancellation less than 24 hours prior to your appointment will be considered a Late Cancellation.

Late Cancellations will incur a Late Cancellation Fee in the amount of 50% of your appointment fee. Guests who fail to attend their appointment will incur a No-Show Fee in the amount of their full appointment fee. Late Cancellation Fees and No-Show Fees will be direct debited from your credit card, using the details you have provided at the time of making your booking, or they will be deducted from your Gift Card, as applicable.

## COVID-19 RELATED CANCELLATIONS

Late Cancellations due to a COVID-19 positive PCR test or rapid antigen test result will not incur a Late Cancellation Fee, provided that suitable evidence is given to Gillian Adams Salon and Spa prior to the appointment time.

No-Show Fees will continue to apply, so please be sure to contact Gillian Adams Salon and Spa if you are unable to attend your appointment due to COVID-19.

## SERENITY

We respectfully request that all guests maintain the peaceful serenity of the spa by keeping noise to a minimum, switching off mobile phones and wearing soft sole footwear.

## SECURITY

Lockers are provided for personal belongings. No responsibility is accepted for any loss, theft or damage to valuables.

## SMOKING

Smoking is prohibited

## DRESS CODE

Please bring your swimwear if you are booked to use the Aquamedic Pool and steam. Robes, towels, slippers and toiletries are provided for your convenience. Male guests are required to bring swimwear for all hydrotherapy services.

## GIFT VOUCHERS

Available for purchase at reception or arranged by phone to be sent to you. Gift vouchers are available for purchase through our online store. Gift vouchers are not refundable or redeemable for cash.

## CHILDREN

Children must be accompanied by an adult at all times. Please advise reception if your children will be joining you for your appointment. Guests must be twelve years and older to book a spa treatment.

## THERAPIST PREFERENCE

Male and female therapists are available. Please advise at time of booking of your preference.

## SPECIAL REQUIREMENTS

Medical conditions, pregnancy and other special requirements must be notified to reception at the time of booking.

## GILLIAN ADAMS ONLINE SHOPPING

### RETURNS & REFUNDS

Gillian Adams Salon and Spa does not provide refunds in circumstances where you have changed your mind about your purchased product. However, we will gladly provide an exchange within seven working days of lodging an exchange request with our staff. Gillian Adams Salon and Spa cannot accept returned goods that have a broken product seal or are not in resalable condition. You are welcome to return any opened package provided the product is still in its original condition, with an unbroken product seal, where applicable.

### CONSUMER GUARANTEE

Gillian Adams Salon and Spa's goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with a product, you are entitled to request for a replacement or a refund.

### DISPATCH & DELIVERIES POLICY

All Gillian Adams products are delivered via Australia Post Regular Post Service. Postage is a flat fee and added at checkout. We endeavour to have your product in the post within 3 business days.