

Client Profile

Client Details

Mr Mrs Miss Ms Other

Forename:.....

Telephone (mobile):

Surname:.....

Telephone (home):

Address:.....

Email:

.....

Date of Birth:

Postcode:

or Confirm if you are over 18 years of Age

Occupation :.....

Medical Conditions (please tick what applies to you)

Lung Condition

Epilepsy

Diabetes

Thrombosis/DVT

Hepatitis

Cancer

Sensitive Skin

Claustrophobia

Surgery in Last 6months

Eczema/psoriasis

Prosthetics

High/Low Blood Pressure

Depression/Anxiety

Skin Infections

Fungal Infection

Athletes Foot

Heart Conditions

Varicose Veins*

Pregnancy

HIV

Allergies

Intolerance to Heat

*Contra indication

If you have circled any of the above, please explain in more detail:

Lifestyle Questionnaire

Is your Sleep Disturbed

Do You Smoke

Are you Taking any Medication

Are you Breastfeeding

Do you Regularly Exercise?

Is there any history of family illness?

Medication

Please Provide details of any other health issues that you feel are relevant?

COVID19

I can confirm that I have not been in contact with anyone who is showing signs of covid19 or I have not shown any symptoms such as Coughing , Temperature, Respiratory Problems and I am not putting myself or any member of staff at risk.

Signature Date

Client Profile

Facial Treatment

Treatment Aims (Circle 3)

Brighter Skin Oil Control Deep Cleansing Anti-ageing
Soothing Nourishing Lifting

Body Treatment

Treatment Aims (Circle 3)

Relaxation & Stress Relief Relieve Tired Aching Muscles Reduce Cellulite
Re-defining Skin Nourishing Inch Loss
Reduce Bloating/Water Retention

Do You have a Skin Care Regime at home ?

If yes please give details:

Tint Tests and Lash Extensions are required 48 Hour before treatment otherwise treatment will be refused. Tick if you have had a Tint Test in the last 6 Months at a Vspa Spa

Declaration

I declare that the above information I have given concerning my health is correct.

I understand that if anything medical changes between treatment, I will notify the staff before the treatment commences.

I understand that a new consultation form needs to be completed every 3 Months.

Client Signature : Therapist :

Date: Date:.....

By completing this client profile and signing above, you will be indicating your consent to receive phone calls & texts regarding bookings and e-mail marketing communications from us

Client History – please indicate if anything has changed medically since your last treatment

Date	Therapist	Treatment	Signature by Client to confirm Nothing has changed

Spa Terms and Conditions

Deposit System Upon Booking

A 50% non-refundable and non-transferable deposit of the total fee payable is required upon booking to secure your booking. Until payment is received, your booking is not confirmed. The deposit can be paid over the phone or at our spa. Any treatment deposits for treatments that are paid for upfront are non-refundable however can be used for any treatment within the same value or more, should you wish to change your mind or cancel within the time frame. Cancellation policy applies. You are required to give 24 hours' notice should you wish to postpone or re arrange your appointment.

Spa Closures – Extreme Circumstances

In the event that the spa has to close due to circumstances out of our control deposits will still remain non-refundable and remain on clients accounts until our spa is able to open again. The credit will never expire and can be used against products as well. These circumstances could include but are not limited too; terrorism, adverse weather conditions, flood, earthquake, epidemic, fire, power cuts, pandemic, order by government etc. Any gift vouchers would be extended by the length of the closure unless stated otherwise. Please follow our facebook page for up to date information about our status.

Covid-19 Voucher Extension

Due to the closure of the spa for the Covid-19 outbreak any vouchers that were due to expire on the 1st March 2020 have been extended for a further six months. Should the lock down continue this extension will be reviewed.

Group Bookings

Groups of 3 or more will require a 50% non-refundable deposit upon booking. The rest of the balance is required to be paid 1 week before the booking.

Cancellation policy for group bookings

- Up to 6 people- 48 hours notice
- 6 plus – 72 hours notice
- 10 plus – 5 days notice

If any person from the booking does not show up, they will lose the deposit and treatments cannot be transferred due to how the booking was scheduled and planned out at time of initial booking.

The remaining 50% balance is also refundable if the booking is cancelled within the right timeframe as stated above.

Failure to give the sufficient cancellation will result in losing the rest of the balance.

Prices and Price Alteration

We reserve the right to alter prices without prior notice.

Price change

Once a booking is made, the price paid is final and no price difference can be refunded in the event of a late deal.

Medical Conditions

We are not a medical centre and our staff are not medically trained practitioners. If you have had or are suffering from severe allergies, ill health, a particular medical condition or are pregnant we advise you to speak to your GP prior to arrival to ensure you can use our full facilities, services and treatments. In some instance we may require written confirmation from your Doctor. All treatments booked are subject to medical status. We reserve the right to refuse treatments if we feel it is not in the best interest of the Client.

Vspa will not be held liable for any treatment cancellations due to ill health if this information is not disclosed at the time of booking and no refunds will be given. Please read the contraindications page for more information on this.

Clients must ensure the Verrucas / foot conditions are suitably covered in the interest of hygiene whilst using the facilities.

Age Restrictions

Certain treatments within the spa may be age restricted or require the presence and consent of an adult.

Anyone under the age of sixteen will not be allowed to have nail extensions without consent and a parent or guardian present.

Any one under the age of sixteen will not be allowed to undergo waxing.

Any one under the age of sixteen will not be allowed to have tinting.

Clients aged Sixteen to eighteen will still need consent for the above-mentioned treatments.

Alcohol will not be available to anyone under the age of 18.

Members of our staff have the right to request ID if they believe a client to be below the correct age.

Pregnancy

Please advise the spa upon booking if you are pregnant as some treatments may not be suitable for you particularly in the first trimester. A surcharge may be applicable to massage treatments or certain spa packages. Pregnancy may be contraindication to a range of treatments. If you are pregnant or undertaking any medical fertility procedures, please do not book online, before speaking directly to the member of the team, to determine if you can indeed book the treatment. Failure to confirm that the treatment required can be carried out with an existing medical condition may result in your appointment being cancelled and your deposit retained.

**The Surcharge is to allow a little extra time for the adjustments made to the treatment and to ensure maximum comfort for the client.

To also ensure a knowledgeable therapist is available to adapt the massage technique that's bespoke for the client. The positioning of the client, the massage pressure and the oils need to be all taken into consideration for the maximum safety of the client. (The massage will not be changed to a pregnancy massage but will be adapted to a bespoke massage for a pregnant client).

Client Signature: **Date:**.....

Cancellations and Failure to Show

At Vspa we have a strict 24 hour cancellation policy in order to accommodate the high demand of appointments. This policy applies across the board whether booked in person, on the phone, via email or online. We are happy to reschedule appointments, providing we have at least 24 hours notice. For the avoidance of doubt failure to notify Vspa within 24 hours the full amount would be charged. Cancellations should be made by calling us on **01803 463586** and speaking to a member of staff. If you cannot get hold of us you will need to leave us a voicemail as well as sending us an e-mail to ensure we receive either one of them. We will not accept cancellations via e-mail only. Late cancellation and "failure to show" terms also apply to any gift vouchers, any vouchers, and any appointment booked with us. We hope you understand.

Punctuality and Courtesy

The staff work to a timetable and arriving late will reduce the time available for your treatment. This will ultimately diminish its effectiveness and your relaxation. Clients should arrive 10 minutes early for bookings. This ensures there is plenty of time to check in, use the bathroom, fill out any necessary forms and enjoy a welcome drink. We regret that it may be necessary to treat appointments as cancelled for clients arriving more than 15 minutes late but we will, wherever possible, adapt the treatment to the time available although you will however be charged for the full value of the treatment that was made at time of booking. Treatments begun late will be shortened in consideration of the next client booked in. All times stated include preparation of room, client and room change over: i.e. 5 minutes at the beginning and end of each treatment. Treatments times also include consultation and aftercare advice where applicable to the treatment.

Children

Young children under 9 years old and babies are not permitted within the spa unless an appointment was booked for them.

Third Party Companies

We often do business with third party companies like Groupon, Treatwell and Spa Finder. These companies advertise our service and deals, and when you purchase through them you will need to deal directly with them should any issue occur. Their customer support team are very friendly and should happily assist you. It is advisable to read all the terms and conditions within their website before purchasing any deals or vouchers. When you purchase anything through these websites your payment will go directly to their company so therefore you will need to deal directly with them about any issues.

If you are pregnant and have purchased a massage deal/voucher a surcharge may be applicable.

Gift Vouchers Redemption Terms

Vouchers are strictly valid for 6 calendar months from date of purchase. Gift Vouchers cannot be refunded or exchanged for cash. If the cost of your visit is for a higher amount than the face value of the voucher(s), the difference can be made up with cash or another accepted payment method. If a purchase is for a lower amount, no change can be given but the balance will remain on the voucher until its expiry date. Vspa will not accept responsibility for lost, stolen or damaged gift vouchers.

Gift Vouchers can be exchanged for products or treatments. However, due to unforeseen circumstances, changes to our services provided, product stock and supply etc we cannot make any promises for treatments or services we currently provided will be available in the future. You will need to bring your voucher with you and exchange it at the Reception on the day of your booking. Gift vouchers cannot be renewed once expired. Gift Vouchers cannot be redeemed against any treatments on offer or any of our Sunday discounted packages. If a voucher was previously purchased on offer and has the offer stated on the voucher then it can be used against that offer.

Refunds

Vspa offers a no refund policy for services provided. Should you have any questions or concerns about the service you have received in the spa, please notify the front desk within three days of your service. If you are not satisfied with the work performed by our therapist, we require that you return to the spa so that your treatment can be visually inspected. At that time, we will make every effort to correct any problems to your satisfaction by rescheduling you with the therapist who performed the initial service, or with another therapist of your choice, at no additional charge to you.

Before and After Photos

At the start of any beauty treatment your therapist will take a photo on our spa tablet. These images are then uploaded to your client card so we can track progress of treatments and results etc. The therapist will also take another photo of the same area after the treatment. In some cases, a therapist may ask if you consent for the image to be used for marketing purposes. You have the right to refuse this, but the photos must still be taken to attach to your client card. If you opt out of marketing use your images will only be saved on your client card. If you opt in to marketing your images may be used on social media platforms. Where possible, when permission has been given to use the image for marketing purposes, we will endeavour to keep anonymity of the individual. If you have any questions about this, please do get in touch.

Data Security/Privacy

Rest assured that your privacy is important to us, and we are committed to maintaining the privacy of any personal information we collect from you. We do not share any of your personal information with any third-party organisations and we abide by the principles of UK data protection legislation. We would, on occasion like to send you details of open evenings and special promotions. If you would rather not receive these please let us know.

Declaration.

I confirm I have read pages 1 and pages 2 of the spa's Terms and Conditions. By signing this agreement, I can confirm that I agree with all the terms and conditions set out in pages 1 and pages 2.

Signature **Date**