



Terms and Conditions

Residential Stays

Our Front Desk staff are pleased to advise you of the availability and prices of rooms on the dates that you require and will be glad to give you any other information.

Stay Tariffs: No reservations can be accepted as binding on the Company unless accompanied by a £100 deposit per person or full payment, subject to payment terms. In exceptional/ necessary circumstances the company reserves the right to offer an alternative date of stay or cancel reservation(s) with full refund to the payee. No refund will be given for early departure unless caused by significant acts of negligence on the part of the Company and or its staff.

The tariffs are inclusive of residence breakfast, lunch and evening meal, treatments as listed and VAT. Extra treatments will be charged at the rates shown by the Company at its premises. Pre-booked additional treatments will be charged at the rate current on the date of booking.

Please note inclusive therapies within packages are non-transferable and non-refundable. To avoid disappointment, additional therapies should be booked at the time of making your reservation.

Moddershall Oaks reserves the right at all times to cancel or terminate a reservation without notice or reason.

Day Packages

Day Tariffs: Full payment is required at time of booking.

Cheques and all major credit cards are accepted. Payment for additional purchases and treatments must be made on departure. The Company requires a credit card imprint on arrival as a guarantee of any payment due on departure. Please note that we limit the number of day guests we can accommodate per day.

Please note inclusive therapies within packages are non-transferable and non-refundable. To avoid disappointment, additional therapies should be booked at the time of making your reservation.

Moddershall Oaks reserves the right at all times to cancel or terminate a reservation without notice or reason.

Day Package Cancellation

All cancellations must be made in writing by post/fax/e-mail. Date of arrival at the Company will be the accepted date. The Company will apply the following charges per person for cancellations / amendments:

Cancellation within 7 days of arrival date: Full payment.

Cancellation between 7 and 30 days of arrival date: 50% payment.

Cancellation more than 30 days before arrival date: £25.

Alterations to bookings: £10 administration fee.

Non arrival without notice: Full payment.

Cancellation of additional treatments within 24 hours: Full cost of treatment.

Residential Guest Payment

Special Offers: Full payment is required at time of booking. Standard Tariff: Bookings made less than 30 days prior to date of arrival require full payment at time of booking. Bookings made more than 30 days prior to date of arrival require £100 deposit per person to secure the booking. Full payment is required 30 days prior to arrival.

NB: No reminders are sent. In the event of non-payment for whatsoever reason, the Company may refuse admission and the deposit will be forfeited. Cheques and all major credit cards are accepted. The period for which the booking is accepted and confirmation has been given must be paid in full 30 days prior to arrival. The Company will require a credit card imprint on arrival to guarantee any monies due on departure. Accounts will only be forwarded if arrangements are made in writing before arrival. No refund will be given for early departure unless caused by significant acts of negligence on the part of the Company or its staff.

Residential Guest Cancellation

All cancellations must be made in writing by post/fax/e-mail. Date of arrival at the Company will be the accepted date. The Company will apply the following charges per person for cancellation/amendments:

Cancellation within 7 days of arrival date: Full Payment of the first night tariff.

Cancellation within 30 days prior to arrival date: £100.

Cancellation more than 30 days prior to arrival: £25.

Alteration to bookings: £10 administration fee.

Non arrival without notice: Full payment for the first night plus 50% of tariff for subsequent nights.

Cancellation of additional treatments within 24 hours: Full cost of treatment.

Treatments

All individual treatment bookings must be guaranteed by a valid credit card to confirm the booking. Those who do not give 24 hours notice to cancel or do not arrive at the allotted time for their appointment will be charged the full treatment value. Less than 48 hours notice of cancellation will result in a £10 charge.

This amount will be debited from the securing credit card.

Each therapist is qualified in a number of different treatments; therefore we cannot guarantee that all treatments will be available at all times, particularly in the case of our more specialised treatments.

All treatment times are provided as a guide only, and take into account preparation, consultation and relaxation. We ask that you arrive 10-15 minutes prior to your allotted appointment time in order to relax and fill in your pre-treatment consultation card.

The Company shall not be held responsible for treatments that are either missed or shortened as a result of clients / guests arriving late for their appointment / package. In these circumstances no refund or other form of compensation shall be available or offered. Therapies are subject to revision without prior notice.

Gift Vouchers

Please ensure that you bring your redeemable Gift Voucher to the property to present on arrival. Non presentation of voucher will necessitate a full charge being made until the voucher is presented.

If full or part payment for your visit is by a Gift Voucher this will become void if you fail to arrive. All other cancellation charges are shown under 'Cancellation', except that a cash refund cannot be made against a Gift Voucher.

We will however be pleased to hold the balance of the value of the voucher for future use.

Gift Vouchers can only be used as payment

for goods and services on the property. Gift Vouchers are valid for 12 months from date of purchase.

Mechanical & Electrical Breakdowns

Any mechanical or electrical breakdowns, which occur on the premises, are usually beyond our control, although we will try to repair any such fault as soon as possible. No refunds will be given unless any such breakdown is due to the negligence of the Company or its employees or agents.

Valuables

No responsibility can be accepted by the Company for the safety of money or valuables of any kind brought to the property whether placed in a safe or not. If you do bring valuable items it is essential they be covered by your own insurance for the period of your stay.

The Company will not be liable, under any circumstances whatsoever, for damage, injury or consequential loss, however caused, to our residents, their property and belongings unless it is solely due to negligence of the Company, its employees or agents. Mobile phones are not permitted in any of the public areas.

Children & Pets

The Company regrets that we do not have the facilities or accommodation for children under the age of 16. We cannot allow guests to bring pets either, but good boarding kennels are available locally.

Smoking

Smoking is not permitted in any of the buildings, designated external spaces are provided.

Alcohol

No alcohol is to be brought onto the premises - we reserve the right to remove alcohol found in the property and shall return it to guests on departure.

Members discount

A 10% discount applies Sunday to Thursday but not in conjunction with other offers.

Medical

The Company is not a medical centre, and does not have a resident doctor. Guests are advised to consult with their family doctor about the need to limit or avoid our full range of treatments and facilities, for example inclusive treatments, steam room, sauna, gym etc. The Company pursues a policy of continuous development of fitness, health and beauty treatments and techniques. We therefore reserve the right to make changes that will be beneficial to our guests. Notification of specific changes will be given where relevant. Should a guest choose not to proceed with an alternative treatment that may have been substituted for a specific choice, no treatment cancellation charge will be made.

Medical Advice

Certain medical conditions may preclude you from having some of the treatments, or taking part in some of the facilities available here at Moddershall Oaks. If you wish to have a treatment and suffer from any of the following, please consult with your doctor prior to arrival and obtain written evidence of your fitness to participate in treatments.

- You are currently receiving radiotherapy or chemotherapy for the treatment of cancer;
- You have had surgery within the last three months;
- You suffer from heart or circulatory disorders, high or low blood pressure, epilepsy or asthma;
- You have had a deep vein thrombosis.
- Certain treatments are unsuitable for pregnant ladies; please consult with your doctor prior to booking. We regret we are unable to provide treatments if you are suffering from an infectious disease or open sores or wounds.

It is important to disclose any medical conditions or medication at time of booking. If you fail to reveal any such condition that may impede your participation in treatments / facilities, refunds will not be given.

Moddershall Stone Staffordshire ST15 8TG

F: 01782 399 662 E: enquiries@moddershalloaks.com

Reservations: 01782 399 000 www.moddershalloaks.com