TERMS & CONDITIONS

These Terms & Conditions apply to spa appointments, packages, vouchers and related services booked with The Epitome Spa & Wellness. By confirming a reservation, making payment or using a voucher, the guest acknowledges the booking conditions applicable to the reservation.

1. OPERATING HOURS

- Monday to Sunday: 08h00 - 20h00. Operating hours may be adjusted where required for operational, maintenance, safety or event reasons.

2. APPOINTMENTS & ARRIVAL

- Guests should arrive 30 minutes before the scheduled appointment to allow time for refreshments, completion of the consultation form and the welcome foot ritual for body treatments.
- Appointment times stated on the confirmation are reserved specifically for the guest. Guests are responsible for checking the date, arrival time, treatment start time, duration and services reflected on the confirmation.

3. HEALTH, SAFETY & CONSULTATION

- Guests must disclose relevant health concerns, allergies, pregnancy, recent surgery, injuries, medication or other circumstances that may affect treatment suitability when booking and again on the consultation form.
- Treatments may be adjusted, postponed or declined where the therapist reasonably considers this necessary for guest safety or where a treatment is contraindicated.
- The spa operates a strictly no-nudity policy. Professional draping and treatment protocols apply at all times.

4. BOOKING CONFIRMATION & DEPOSIT

- A 50% deposit is required within 24 hours after the invoice is sent to secure a booking.
- A booking remains provisional and is not secured until the required deposit has been received and confirmed by The Epitome Spa & Wellness.
- If the deposit is not received within the required period, the spa may release the appointment slot without further obligation, subject to any written arrangement made with the reservations team.

5. PAYMENT

- No cash or cheques are accepted. Most debit and credit cards are accepted.
- The outstanding balance must be settled in accordance with the invoice or booking confirmation and before completion of the booked experience.
- Guests are responsible for checking the invoice and raising any discrepancy before making payment.

6. CANCELLATION POLICY

- All cancellations must be submitted in writing.
- Cancellations made 15 to 7 days before the scheduled arrival date will forfeit 50% of the total invoice amount.
- Cancellations made 6 days or less before the scheduled arrival date will be liable for 100% of the total invoice amount.
- No-shows are liable for 100% of the total invoice amount.
- Where a deposit or other payment has already been received, it will be applied against the applicable cancellation charge.
- The same payment and cancellation conditions apply to bookings made using gift vouchers; the corresponding voucher value may be forfeited in accordance with the applicable cancellation charge.

7. CHANGES TO A BOOKING

- Requests to change a treatment, appointment time, guest name, package or other booking detail must be made through the reservations team and are subject to availability.
- A requested change is not confirmed until The Epitome Spa & Wellness has confirmed it in writing. Price differences may apply where the treatment, package, duration or services are changed.

8. LATE ARRIVALS

- Late arrival for any reason will result in a reduction of the allocated treatment time where necessary to protect subsequent appointments. The full treatment fee remains payable.
- The spa will not automatically postpone a treatment because a guest arrives late.
- If an opening is available after the original appointment, additional time may be purchased and will be charged proportionately according to the treatment booked. Any extension remains subject to availability.

9. SPA ETIQUETTE

- The spa is a tranquil environment. Guests must respect the privacy, comfort and serenity of other guests.
- Mobile phones must be switched off or placed on silent. No excessive noise, disruptive behaviour or speaker audio is permitted.
- Guests must treat staff, other guests, spa property, treatment rooms and equipment respectfully. The spa may require a guest to leave where behaviour materially disrupts the spa environment or creates a safety concern.

10. PERSONAL BELONGINGS

- The Epitome Spa & Wellness cannot be held responsible for theft, damage, loss or misfortune affecting personal belongings brought onto the premises. Guests should keep valuables secure and check all belongings before departure.

11. REFRESHMENTS

- Coffee, tea, and water are ordinarily available for guest enjoyment, subject to operational availability.

12. PROFESSIONAL PRODUCTS & RECOMMENDATIONS

- Only professionally recognised products are used in the spa. Products may be recommended by qualified and trained therapists or somatologists as part of professional aftercare.

13. GIFT VOUCHERS

- Gift vouchers may be purchased for treatments, spa packages or stated monetary values and are subject to the validity period and conditions stated on the voucher.
- Voucher holders must quote the voucher details when booking and present the voucher or required proof when redeeming it.
- Voucher bookings remain subject to availability and to the spa's booking, late-arrival and cancellation conditions.
- Unless specifically stated otherwise on the voucher, a voucher does not guarantee a particular appointment date or time.
- Our Vouchers do not expire.

14. PACKAGES, INCLUSIONS & CONCIERGE SERVICES

- Package inclusions are limited to the services expressly stated in the applicable package description, quotation, invoice or booking confirmation.
- Where a Luxury Concierge Shuttle or other transport service forms part of the booking, collection details and times must be confirmed in advance. Guests must be ready at the confirmed collection time; delays may affect the spa itinerary and treatment time and late arrival conditions will apply.

15. TREATMENT DURATION

- Published treatment durations are intended to guide scheduling and may include elements such as consultation, changing, preparation or treatment transitions where applicable.
- Where treatment time is reduced due to late arrival, the original booked fee remains payable.

16. PRIVACY & GUEST INFORMATION

- Guest information supplied for reservations, consultations and service delivery will be handled for booking administration, guest care, payment, safety and related operational purposes.

- Guests should provide accurate contact and health-related information relevant to their booking and inform the spa if important details change before the appointment.

17. PHOTOGRAPHY & PRIVACY

- Guests should not photograph, record or film other guests or staff without permission. Any commercial, promotional or organised photography at the spa requires prior approval from The Epitome Spa & Wellness.

18. DAMAGE TO PROPERTY

- Guests may be held responsible for damage caused deliberately or through negligent misuse of spa property, equipment or facilities.

19. SERVICE AVAILABILITY & OPERATIONAL CHANGES

- Treatments, therapists, rooms, facilities, products and package components are subject to availability. Where an operational issue affects a booking, the spa will communicate available alternatives where reasonably possible.
- The spa may make reasonable changes required for safety, maintenance, staffing or operational reasons while seeking to preserve the essential nature of the booked experience.

20. ACCEPTANCE OF TERMS

- Payment of the deposit, confirmation of a booking, redemption of a voucher or attendance for a treatment constitutes acknowledgement of the booking conditions applicable to that reservation.
- Any exception or special arrangement must be confirmed in writing by an authorised representative of The Epitome Spa & Wellness.

CONTACT DETAILS

The Epitome Spa & Wellness
Address: Addo Elephant National Park (Main Camp)
R342 Paterson Road
Addo
6105
Eastern Cape
South Africa
Reservations: +27 (0) 71 531 8044
Email: reservations@theepitomespa.co.za
Website: www.theepitomespa.co.za