



Wellness at Alpacare – terms and conditions of entry

These terms and conditions are applicable to all guests booked as part of a single or group reservation.

Reservations and Payment

The balance of all reservations and/or treatments must be paid in full prior to admission to Wellness. In the event of an unsecured reservation, the full price of the inclusive cost of the visit will be payable on arrival.

All prices, where applicable, are inclusive of VAT at the current rate. We reserve the right to amend prices by giving you notice.

Cancellations and Amendment

Once confirmed, reservations at Wellness are non-refundable and may only be amended at the discretion of Wellness.

Wellness reserves the right at all times to cancel, modify or terminate a reservation in the event there is a business need to do so. We will contact you in such circumstances and deal with any losses incurred in accordance with your legal rights.

Conditions of Entry

Unless specified otherwise, entry to Wellness is permitted up to 10 minutes prior to the start of a reservation or treatment. Guests are requested to vacate the facility promptly upon the finishing of their treatment and/or reservation. Failure to do so may result in a surcharge being levied.

The minimum guest age is 16 years old. Proof of age may be required before entry.



All guests are asked to behave in a polite and respectful manner and to follow the instructions of Wellness staff at all times. Guests who appear to be under the influence of alcohol or drugs may be denied entry and any guest behaving in a manner that is not deemed appropriate by our team may be removed from the premises. In either case, no refund or compensation will be offered.

Entry to Wellness for a treatment does not permit a guest to use all of the other facilities at Wellness.

CCTV cameras are installed at key locations within Wellness and by entering the facility you agree to us monitoring and storing CCTV footage. We cannot accept any liability for loss or damage to guests' personal effects unless due to negligence. Excessive amounts of cash or valuables should not be brought to Wellness. All personal items should be covered by your own insurance.

Your Health and Wellbeing

Wellness is not a medical centre and you are advised to visit your GP should you have any concerns regarding your current state of health.

Information on the major food allergens is available on request. Some allergens may be listed on our menus, but if you have any questions about the presence of food allergens, please ask before ordering. We take allergies seriously and we endeavour to assist where possible. However, it is ultimately your responsibility to ensure that your food choices are suitable for your personal consumption.

Please note – whilst we endeavour to guide you during your stay, it is ultimately your responsibility to ensure your spa activities and treatment selection is suitable for your current state of health.

Before entering Wellness, guests will be required to complete and sign a health questionnaire, which will be checked to ensure suitability of treatments and activities.



Wellness reserves the right to amend / cease a treatment where suitability of treatment is in question without giving a refund.

Information Provided

We take every care to ensure that, at the time of going to print, the details in our literature are accurate regarding the description and information about facilities available or planned to be available. Our photographs are intended for general guidance only. There may be occasions when advertised services or facilities need to be withdrawn temporarily or amended due to repair, adverse weather conditions or other factors out of our control. Under these circumstances no refunds will be offered.

Wellness takes precautions to try to ensure that information contained in booking confirmations is correct. However, in the unlikely event of error, the terms of the agreement are those agreed at the time of the booking. Customers are therefore requested to check the accuracy of booking confirmations thoroughly and contact us if there are any discrepancies.

We reserve the right to charge guests for the cost of rectifying damage which has been caused by the deliberate, negligent or reckless acts of guests to our property or structure. If such damage is discovered during the stay it will be drawn to the guest's attention but if identified after guests have departed then we reserve the right to make a charge to the guest's credit / debit card or send an invoice for the costs for payment to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that guests would incur to a minimum.

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make



a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address.

Guests agree to be held personally liable for any charges incurred during their stay. In the event of a booking for more than one room the lead or registered guest (the lead guest) providing credit/debit card details is personally liable for any person, group, company or association that fails to pay all or part of such charges.

If you feel dissatisfied with any aspect of your stay with us, please speak to the Duty Manager. In most cases he or she will be able to assist immediately so that you can enjoy the rest of your visit. Where this is not the case, write to us using the address on our website. Wherever possible, complaints should be raised with the duty manager prior to departure.



Purchase of Gift Vouchers and Merchandise

By making a request for goods you are offering to purchase a product(s), which we will accept to sell to you subject to the terms and conditions herein. All requests are subject to availability. Wellness is entitled to refuse any request for supply without giving reason.

Dispatch times may vary according to availability. Delivery guarantees cannot be applied in the event of service interruptions or failures caused by events beyond our control.

In the event of any issues with the purchase of gift vouchers or merchandise Wellness accepts no responsibility for any additional losses that were not caused by any breach on the part of the supplier.

Images on the website and/or social media pages are for guidance only and may differ from the actual goods themselves.

Gift vouchers are non-refundable and cannot be exchanged for cash.

Change for unused voucher amounts will not be given.

Bookings using gift vouchers must be made in advance and are subject to availability. Please book early to avoid disappointment. Only original Wellness vouchers will be accepted as payment.

When sending vouchers to us it is advisable to retain a copy and to use a postal service that guarantees safe delivery of your voucher(s).

Vouchers are valid for twelve months from the date of issue, unless purchased for a particular promotional period.

Wellness at Alpamare is a trading style of North Bay Waterpark Limited, a company registered in England with registration number 08961268

Registered Office 16a Suite 18 Oakham Enterprise Park, Ashwell Road, Oakham, Rutland, England, LE15 7TU

Bookings powered by Monkey Bizness Play Ltd a company registered in England with registration number 07735693 registered office Hophouse, Maltings Park West Bergholt, Colchester, CO6 3TJ

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Vouchers must be sent to us or be presented on arrival as confirmation of booking if being used as part of final payment.

Vouchers remain the property of Wellness until such time as full payment has been received and cleared.

Monetary vouchers can only be used in conjunction with the booking of spa breaks and spa days and can not be used to purchase merchandise.

By supplying your details when ordering a voucher, you will go onto our database to receive advance notice of Wellness special offers. If you do not wish this to happen please email spa@alpamare.co.uk with the subject "unsubscribe".

Return of Faulty Merchandise

If there is a problem with merchandise that you have purchased from us, please feel free to contact us. We will deal with the matter in accordance with your legal rights.

Items may be exchanged for a different size/colour/product or a credit note may be issued. Full refunds will only be given where there is a proven fault with the item(s).

If merchandise purchased is found to be faulty within 30 days of the date of purchase we will offer a full refund.

Goods with seals or protective wrappers (earrings, lingerie, swimwear, toiletry, skin and hair care products etc) must have been treated with reasonable care.

All goods remain your responsibility until received at Wellness. For your own protection we recommend you return the goods either by hand or using a delivery service that insures you for their full value.

These are not intended to be a full statement of all your rights. Full details of your rights under the Consumer Contracts Regulations are available in the UK from your local Citizens' Advice Bureau or your Local Authority's Trading Standards Office.

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