



Bohemian Wellness & Spa Terms and Conditions

Effective Date: 23/09/2024

Welcome to Bohemian Wellness & Spa! These terms and conditions govern your use of our services, facilities, and website. By accessing or using our services, you agree to comply with the following terms and conditions.

1. Appointments and Cancellations

1.1 Bookings

Appointments can be scheduled online, by phone, or in person. We recommend booking in advance to ensure availability.

1.2 Cancellations and Rescheduling

We require at least 24 hours' notice for any cancellations or changes to your appointment. Cancellations made less than 24 hours in advance may incur a cancellation fee of 50% of the scheduled service. No-shows will be charged the full service fee.

2. Late Arrivals

Please arrive 10-15 minutes before your scheduled appointment to complete any necessary forms. Late arrivals may result in a shortened service time, and full service fees will still apply.

3. Payment

3.1 Pricing

All prices are subject to change without prior notice. The prices displayed on our website or brochures are indicative, and the final price will be confirmed at the time of booking.

3.2 Payment Methods

We accept cash, credit cards, and debit cards. Payment is due at the time of service. Gratuities are appreciated but not included in the service price.



4. Gift Cards and Vouchers

4.1 Validity

Gift cards and vouchers are valid for 12 months from the date of purchase unless otherwise stated. They are non-refundable and cannot be exchanged for cash.

4.2 Redemption

Gift cards and vouchers can be used toward any services or products at Bohemian Wellness & Spa. Lost or stolen gift cards will not be replaced.

5. Health and Safety

5.1 Client Health

Please inform us of any medical conditions, allergies, or injuries prior to your treatment. We reserve the right to refuse service if it may pose a risk to your health.

5.2 Hygiene

For the safety and well-being of our clients and staff, we maintain high hygiene standards. We ask that clients observe personal hygiene when attending appointments.

6. Liability

Bohemian Wellness & Spa will not be held liable for any injury, loss, or damage suffered by clients while on our premises or during the course of any treatment. While our therapists follow strict safety protocols, you agree to accept full responsibility for any risks associated with treatments.

7. Personal Belongings

We recommend that you leave valuables at home. Bohemian Wellness & Spa is not responsible for any lost, stolen, or damaged personal belongings during your visit.

8. Privacy Policy

Your privacy is important to us. Any personal information collected will be kept confidential and used solely for booking, billing, and communication purposes. We do not share client information with third parties without consent.



9. Promotions and Discounts

9.1 Special Offers

Promotions and discounts cannot be combined unless stated otherwise. All offers are subject to availability and may be discontinued at any time.

9.2 Loyalty Programs

Loyalty rewards and points earned through our loyalty programs are non-transferable and have no cash value. Program details may be modified or discontinued at any time.

10. Spa Etiquette

10.1 Quiet Environment

To maintain a peaceful atmosphere, we ask that all clients speak softly and turn off or silence their mobile devices.

10.2 Children

For safety reasons and to ensure a relaxing environment, children under the age of 16 are not permitted in the spa unless receiving a service and accompanied by an adult.

11. Changes to Terms and Conditions

Bohemian Wellness & Spa reserves the right to modify these terms and conditions at any time. Clients will be notified of any changes via our website or email. Continued use of our services following any changes constitutes acceptance of the new terms.

12. Governing Law

These terms and conditions shall be governed by and construed in accordance with the laws of South Africa. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts of South Africa.

Contact Us

If you have any questions regarding these terms and conditions, please contact us at:

- **Bohemian Wellness & Spa**
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Phone: (+27) 066 356 5800
Email: info@bohemianwellness.co.za



By booking an appointment or using our services, you acknowledge that you have read, understood, and agree to abide by these terms and conditions.