

## Terms, Conditions & Privacy

### **GIFT VOUCHERS & SUBSCRIPTIONS**

Sessions gift vouchers are redeemable in full or part payment for services & merchandise.

To redeem gift vouchers on services & retail they must be purchased prior in order to book and attend a treatment.

Sessions gift vouchers cannot be exchanged for cash or used to purchase other vouchers.

The minimum amount required to activate a gift voucher is £20.00 with no maximum card limit. Gift Vouchers packaged in a Sessions gift box will have the box charge added.

All gift vouchers are valid for 6 months from the date of purchase after which they expire and cannot be extended or refunded. No change can be given on redemption, but the balance will remain as credit on the account until the date of expiry. Any balance remaining on the date of expiry will be deducted the following day.

Gift vouchers can be redeemed against new bookings, treatments and add ons only. If the amount can only cover part payment a credit or debit card will be required to pay the remaining balance to secure the booking at the time of the gift voucher redemption. Gift vouchers may be exchanged for goods of a higher price than the value stored on the card provided alternative payment is made of the difference.

Gift vouchers cannot be used against: Existing bookings new bookings only.

Sessions cannot be held liable for gift vouchers which are subsequently lost, stolen or damaged. Sessions is not responsible for any unauthorised use of these

Gift vouchers cannot be returned or refunded, except in accordance with your legal rights.

Sessions reserves the right to amend these terms and conditions from time to time if Sessions considers it is reasonable and necessary in all the circumstances to do so. (e.g. to change the scope of the gift card, service, notify of the services withdrawal or in the event of circumstances beyond Sessions control.) Any such change and action to be taken as a result will be notified to customers in advance.

If you intend to use your gift voucher on site for additional purchases, such as products, please ensure that you bring your redeemable gift voucher to present on arrival. Non-presentation will necessitate a charge being made until the gift card is presented.

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

Sessions will not accept responsibility for lost, stolen or damaged gift vouchers.

## **PRICING**

The price of a service or product shall be as stated on this website at the time you place your order except in the case of obvious error. We try and ensure that all prices on our website are accurate but errors may occur.

If we discover an error in the price of a service or product you have ordered, we will not be liable to supply that item to you at the stated price, provided that we notify you.

In those circumstances, we will inform you of the correct price to you as soon as possible and give you the option of reconfirming your booking at the correct price or cancelling it. If you cancel a refund will be made to your card immediately.

Prices shown are inclusive of UK Value Added Tax

## **PRICING OPTIONS**

The most up to date pricing is shown on our website, where you will always be shown the best available rate we have at that current time. Any prices advertised, quoted by our team and on any communications are subject to regular review and change. The agreed price for your treatment will be quoted when you make a booking. Any pricing shown on our website or other communications are subject to review and can change throughout the day.

Any fluctuating prices will not be reflected on your secure booking and no refunds or credits will be given in the event they fluctuate lower than your secured booking. All packages and treatments are subject to availability. Sessions reserves the right to withdraw spa treatments, packages and offers at any time.

Sessions operates where you can confidently book directly with us knowing you are receiving the a great rate with no hidden fees.

## **BOOKING TERMS**

We have the right, at our sole discretion to refuse to secure any reservation. Where we have indicated that we will not accept a booking or your presence within our Spa we reserve the right to cancel any bookings you have made or refuse entry. If we do so we will refund any payment made but no compensation will be given.

We have the right to cancel your booking, or to instruct you and your party to leave the premises immediately, without compensation or refund should your behaviours not comply with to our terms relating to behaviour and conduct.

## **BOOKING**

Our booking option is available over the phone for all spa services and online for all Spa services with exception of hair and must be purchased and paid for in full.

To cancel your booking within these terms, you will need to email [info@sessionsspa.co.uk](mailto:info@sessionsspa.co.uk). 72 hours prior to your arrival time. The spa cancellation notification needs to be received

Should you cancel your booking the full refund will be with you within 7 – 10 working days and will only be refunded via the method that you originally paid.

## **TREATMENT BOOKINGS**

Treatment bookings can be made online at [www.Sessionsspa.co.uk](http://www.Sessionsspa.co.uk), or by email at [info@sessionsspa.co.uk](mailto:info@sessionsspa.co.uk) or over the phone with our Reception team on 01482 873000. You must be over 18 to make a booking. We recommend booking treatments as early as possible before you visit. Sessions does not guarantee treatment availability at any time.

All bookings require full payment on booking to secure your treatment. On payment an email confirmation will be sent out to the email address provide, please check the details on the confirmation carefully. If any details are incorrect or need to be changed, please inform our Reservations Team as soon as possible.

All treatments are subject to availability and all prices are subject to revision.

## **CANCELLATION POLICY**

If you choose to cancel your treatment booking, please contact us as soon as possible. A fee will be charged as below:

- Between 14 days and 72 hours of treatment date and time – 50%
- 72 hours or less of treatment date and time – 100%

Your treatment booking is secure once we have received the required payment in full and a confirmation has been sent out to you. This should be within 24 hours of payment being made and if you do not receive a confirmation within these timescales, please contact us straight away. In some circumstances Sessions may need to change the times of your treatment and or the therapist. In these circumstances we will try and inform you. Please note Sessions therapists can be booked on preference however is always subject to availability and cannot always be accommodated.

We are able to offer treatments (excluding waxing and heat treatments) to 14–16-year-olds. A parent/guardian must be present in the room/station at all times or must sign the consultation form on their behalf

## **SPA PACKAGES**

All spa packages and offers are subject to availability. Sessions reserves the right to withdraw spa packages and offers at any time.

## **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 Sessions whether placed in the safe or not. If you do bring valuable items, it is essential that they are 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, unless it is solely due to negligence of the Company, its employees or agents.

## HEALTH & WELLBEING

Your health and well-being is our paramount concern. We feel that you are the best person to be in control of your health. We ask that you seek professional medical advice about any conditions or concerns you have and act appropriately on this advice, even if it means not undertaking exercise, a treatment or class. We ask that you let us know if you feel unwell for any reason whilst on our premises so we can help. We request that you read and take on board any instructions information or notifications about use of equipment or the contraindications for specific treatments.

## PHOTOGRAPHY

Please note that photography used on the website accommodation pages is for illustrative purposes only and is not a guarantee of the exact room you will receive at booking. Many of our rooms are individually designed, however the image used is of the same room type.

## LATE ARRIVALS

If you are late to your appointment, we cannot always deliver the full service for the treatment booked. No refunds will be given or part payments allowed as a result of late arrivals.

Subscribe to win

Sign up to our emails for the chance to win a spa package. Prize not transferable, dates subject to availability and guests must be 16 or over and accompanied by an adult.

## WEBSITE

### STANDARD TERMS AND CONDITIONS FOR USE OF THIS WEBSITE

By accessing this Website, you agree to be bound by these terms and conditions of use.

## GENERAL

1.1 The information contained in [www.sessionspa.com](http://www.sessionspa.com) ("the Website") may contain technical inaccuracies or typographical errors. All information made available from within this Website is provided "as is" for information purposes only and without warranty of any kind, either express or implied, including but not limited to, any warranties as to non-infringement, satisfactory quality or fitness for a particular purpose.

### DOWNLOADING AND PRINTING MATERIAL FROM THE WEBSITE



Sessions Spa Limited, The Sessions House, New Walk, Beverley, East Yorkshire, HU17 7AE  
T: +44 (0) 1482 873000 | E: [info@sessionspa.co.uk](mailto:info@sessionspa.co.uk) | W: [www.sessionspa.co.uk](http://www.sessionspa.co.uk)

All design, text and graphics displayed on this Website and the selection or arrangement thereof are the copyright of Sessions Spa. You are granted permission to electronically copy and print in hard copy portions of this Website for the sole purpose of your own personal development. Any use of materials on this Website (including but not limited to reproduction for purposes other than those noted above and modification, distribution or republication) without the prior written permission of Sessions Spa is strictly prohibited.

## **INTELLECTUAL PROPERTY**

All trademarks, product names, brand names, company names, titles, copyrights or logos cited herein are the trade-marks, trade names or copyrights of their respective owners. No permission is given by Sessions Spa in respect of the use of any such trade-marks, product names, brand names, company names, titles, copyrights or logos.

## **PRIVACY OF DATA SUPPLIED BY YOU**

4.1 Sessions Spa is committed to ensuring that your privacy is protected.

4.2 Because the Internet infrastructure is global, and it is not possible to predict the routes that information sent over the Internet will take, the information you provide may be transferred temporarily via a different route. By submitting your information, you consent to this transfer. Please see our privacy policy for further information on how we use your data.

## **LOSSES RESULTING FROM UNAUTHORISED ACCESS TO YOUR DATA**

Whilst every effort is made by Sessions Spa to keep secure information submitted by you, you accept the risk that data transmitted electronically via this Website or otherwise may be intercepted before reaching its intended destination or accessed by unauthorised third parties and may be exploited unlawfully by such third parties. Sessions Spa does not assume responsibility for guarding against the acts of such third parties and shall not be liable for any direct, indirect, consequential, special or other damage resulting from third parties' interception of or access to data of whatever nature including without limitation personal data transmitted by you electronically or otherwise.

## **PRIVACY AND COOKIES**

At Sessions Spa we use information collected to develop and enhance the services we offer to you and to help us build our business. We take privacy issues seriously and are open about the way data is collected and used. This

policy outlines the principles that we follow.

## **WHAT DATA IS COLLECTED AND HOW IS IT USED?**

"Personal data" is information about you from which we can identify you (either on its own, or by piecing it together with other information.) The types of personal data we collect about you may include the following:

Title, name, postal address, email address, telephone number; Information about your purchases at Sessions Spa; Information about your use of our websites. Some of this information may be automatically collected, such as your Internet Protocol (IP) address, unique device identifier, browser type, browser language and access times. We may also collect location information, if you have consented to this on your device; Information about your preferences, including which aspects of our services and locations you like, dislike, click on or may share with others; Demographic information; and other information which you give us when dealing with us or interacting with us in any way, including via third parties.

## **HOW WE COLLECT PERSONAL DATA**

We may collect personal data when you deal with us or interact with us, which could take place via any one of the following methods:

When you visit Sessions Spa, When you use our websites; When you use WIFI , When you interact with us directly (e.g. telephoning, writing or emailing us, buying services, products or gift vouchers from us, participating in promotions and competitions and attending events);When you interact with us via third parties (e.g. via brand partners and social media platforms); and from third parties (e.g. through third party surveys and market research you participate in).

## **HOW WE USE YOUR PERSONAL DATA**

We take privacy seriously and are open about the way data is collected and used. We will use your data in line with your legal rights under the Data Protection Act 1998, details of which can be found on the Information Commissioner's website [www.ico.org.uk](http://www.ico.org.uk)

## **WE MAY USE YOUR DATA TO:**

Provide you with information, products, services or experiences that you request from us; Process payments for purchases; Provide reservation or booking services; Provide and personalise our products and services to you, based on your preferences, including making assumptions about your characteristics, interests or preferences

and to display targeted ads, content, features and offers that match your profile or we believe may be of interest to you; Keep track of your activity patterns and preferences in order to improve the level of service you receive and to increase the functionality of the websites, including monitoring and analysing usage and trends, determining the effectiveness of our ads and personalising and improving the websites; Link or combine with other information we get from third parties to help understand your needs and provide you with a better service; Inform you of products, services, experiences or promotions which we feel may be of interest to you where you have indicated that you wish to be contacted for such purposes by post, email, text message, telephone, through sites or social media platforms, or other means of digital communication; Ensure that the content of our websites is presented in the most effective format for you and for your computer/tablet/mobile; Interact with you on social media platforms; Allow you to participate in any interactive features of our products, services and experiences, when you choose to do so; Request feedback from you; Respond to your emails, questions, comments, requests and complaints and provide customer service; and send you surveys, updates, support and administrative messages to facilitate your use of, and our administration and operation of, the websites, including to notify you about important changes, to detect fraud.

### **IS PERSONAL INFORMATION DISCLOSED TO THIRD PARTIES?**

No. Sessions Spa does not sell, trade, lease or rent your personal information to others. The primary use that we make of personal information is to produce aggregate statistics about our customers, sales, traffic and related information but these statistics do not include any personally identifying information.

### **IS PERSONAL INFORMATION USED FOR ANY OTHER PURPOSES?**

From time-to-time Sessions Spa may employ other companies and individuals to work on our behalf. Examples of such work might include sending emails, analysing data and providing customer call-centre services. Such agents have access to the personal information needed to perform their functions but may not use it for other purposes.

### **HOW IS PERSONAL PRIVACY PROTECTED?**

Sessions Spa uses up to date industry procedures to keep personal data as safe and secure as possible and to protect such data against loss, unauthorised disclosure, or access. Please remember that you are responsible for protecting your password/ username and must not share it or allow its disclosure to anyone.

Sessions Spa reserves the right to change this privacy policy and continued use of our services signifies your agreement to any changes.

### **USE OF COOKIES**



Sessions Spa Limited, The Sessions House, New Walk, Beverley, East Yorkshire, HU17 7AE  
T: +44 (0) 1482 873000 | E: [info@sessionsspa.co.uk](mailto:info@sessionsspa.co.uk) | W: [www.sessionsspa.co.uk](http://www.sessionsspa.co.uk)



## **Cookies**

A cookie is a small file that websites put on your computer, mobile device, or tablet. Their job is to recognise you and notify the website when you've returned, and they are most commonly used for recording information about websites you have visited and possibly what you viewed, bought or linked to while there.

Cookies improve user experience by remembering your preferences and usernames without the need to log in. If you do not allow cookies some features on this website will not function. Please see the information below for details about the cookies this website uses.

### **Session Cookies**

Session cookies allow users to be recognised within a website so any page changes or item/data selection you make is remembered from page to page.

### **Analytics Cookies**

These cookies collect information in an anonymous form, including the number of visitors to the site, where visitors come from and the pages they visited, so that we can measure and improve the performance of our site, using a service provided by Google Analytics. Read Google's privacy policy here:

<http://www.google.co.uk/intl/en/policies/privacy/>

### **Data Cookies**

These cookies used to keep track of some selections the visitor has made and whether the user is logged in or not. They do not store the user's email or password, nor are they retained or used on the server side. Data cookies are set with a "session" expiry, which remains while the user has his/her browser program running but is deleted if the browser program is shut down. If a visitor keeps his/her computer on and leaves the same browser program open for weeks, then this cookie will remain that long as well. If the visitor closes his/her browser program a minute after he/she stops using the site, the cookie is deleted then.

### **Social Cookies (including YouTube)**

We may embed videos from YouTube. This may set cookies on your computer once you click on the YouTube video player, but YouTube will not store personally identifiable cookie information for playbacks of embedded videos.

We may use social widgets to enhance visitor interaction on our site. Add this collects non-personally identifiable

information from many of the websites in which it is enabled and uses that information to deliver targeted advertising on other websites you may visit.

### **Advertising Cookies**

At times advertising cookies may be set to track and monitor the effectiveness of ad related activity (e.g. by using statistical analysis cookies for tracking Google Pay-Per-Click campaigns). You can choose whether to allow these cookies to be set in cookie settings.

### **Commenters Cookies**

When you leave a comment or review on our shop website, a cookie will be stored on your computer or device. This is purely for convenience, so that you won't need to re-type all your information again when you want to leave another comment. Three cookies are set for commenters:

If you wish to restrict or block web browser cookies, please do refer to your browser settings. Alternatively, you may wish to visit [www.aboutcookies.org](http://www.aboutcookies.org), which contains comprehensive information on how to do this on a wide variety of desktop browsers.