
Booking Process, Terms and Conditions

Thank you for enquiring about a Pamper and Relax Party with Holistic Therapies York.

Our main focus is to provide you with a lovely Relaxing, soothing experience.

The instructions below facilitate the smooth running of your end to end party experience with us.

'Host' below refers to the person in charge of the booking, all the correspondence and is responsible for ensuring all fees dues are paid on the due dates.

Booking Process

- ♥ [Contact Holistic Therapies York](#) to agree a date, time, location and Party Length
- ♥ Minimum Treatment booking = 2.5 hours. Maximum = 4 hours
 - (This can be made up of a mix of 15min, 30 min or 1hr treatments)
- ♥ Please pay a deposit of £30 within 48 hours to secure your place (unless otherwise agreed with Holistic Therapies York). This deposit is usually non-refundable but may be used against future bookings. See Cancellation Policy below
- ♥ Payment of the Balance (total party cost minus deposit) in full is required 7 days in advance of the Party Date (unless otherwise agreed with Holistic Therapies York)
- ♥ Payments to be made via Credit or Debit Card on PayPal, or a PayPal account, or a bank transfer (preferred)
 - (You will be sent details of these with your Booking confirmation)
- ♥ All Treatments with names must be confirmed 48 hours before the Party. Your Therapist will arrive prepared only for your chosen treatments. She will try and accommodate last minute changes on the day but it may not always be possible.
- ♥ PLEASE NOTE For Parties located more than 16 miles from central York there will be a small surcharge to cover extra petrol and travelling time. You will be informed of this at the start of the Booking process.

Cancellation Policy

- ♥ If the host cancels the party with more than 14 days to go then all monies paid including deposit will be returned
- ♥ If the host cancels the party with more than 7 days to go then the amount paid so far will be refunded except the deposit. However, the deposit can be used against a future booking and will be held by Holistic Therapies for this purpose for 6 months.
- ♥ If the host cancels the party with less than 7 days to go then only the Deposit is forfeited unless an alternative date is confirmed. In this case the deposit may be used for this new party

- ♥ Cancellation within 48 hours will incur loss of deposit. The Party Balance you have paid will be returned minus a cancellation fee of £50. Your deposit can be used against a future booking however.
- ♥ Any party cancelled by Holistic Therapies York will result in a FULL REFUND OF DEPOSIT AND BALANCE TO THE Host

Changes to the Booking

- ♥ We will do our very best to accommodate all Changes made to the Party Schedule, Treatment/s and/or Address up to 48 hours before the party.
- ♥ Changes with less than 48 hours' notice – we will try to accommodate changes with less than 48 hours' notice, however no reduction in the previously confirmed total party time will be permitted.

On the Day of the Party

- ♥ Your Therapist will make contact to double check all the details.
- ♥ She will arrive with a 6 foot Massage table and will need a space of 2 metres either side to allow her to work.
- ♥ Please make a quiet space available if possible away from the main party area. This will allow you to get the full benefit from the treatments. A heating source is required.
- ♥ Your Therapist will require access to hot running water, cold drinking water and easily accessible toilet facilities.
- ♥ She will arrive 45 to 30 minutes before the Party to prepare the Treatment Area
- ♥ Parking is required near the property if possible to allow an easy drop off of the equipment. Car Parking charges must be paid by the Host to the Therapist on the day or a Car parking permit provided.
- ♥ The Therapist is entitled to prescheduled breaks (not charged for). Please respect that Therapy work is hard and Treatments such as Massage can be quite strenuous.
- ♥ The Host will ensure that guests arrive for their treatment at the allotted time. Each treatment includes turnaround time. If you arrive at your allotted time you will get the maximum number of minutes. Small delays sometimes happen but please be aware that if the party runs late through no fault of the Therapist then you will be charged a supplement on the day.
- ♥ The Therapist will respect the confidentiality of the Guests and will not disclose information of a personal nature to anyone at all.

Health Awareness

The host should state if they or any of the guests have a serious medical condition or are pregnant before making the booking. Or inform us as soon as this information is available. Not all treatments are suitable and in some cases treatment of any sort is not advisable.

Not permitted under any circumstances

- ♥ History of strokes
- ♥ Heart or circulatory disorders.
- ♥ Disorders of any vital organs
- ♥ Infectious skin disease / any other disease
- ♥ Unexplained violent headache
- ♥ Fever
- ♥ Cancer unless doctors note

The host will ensure that all Guests have signed appropriate consent documentation prior to receiving treatments.

Alcohol

It is 'strongly recommended' that the Guests DO NOT consume alcohol before their treatment. We are aware that parties are social events but the Therapist reserves the right to not treat someone who is intoxicated. It is dangerous to carry out a treatment on such a person. Apart from anything else you will enjoy the treatment far more if you are clear minded and all ready to enjoy it!