



The Spa with a View

POLICY AND CANCELLATION

Reservations

Advanced booking prior to your arrival is recommended to secure your preferred date and time of treatment. Full payment of packages is required at the time of booking for a confirmed appointment.

Special Consideration

For any guest/guests who have a current high blood pressure, heart conditions, are pregnant or any other medical complications are advised to consult their physicians before signing up for any spa services. Kindly inform your spa therapist of any existing medical conditions to avoid complications and health problems.

Smoking / Drinking Alcohol

Smoking and consumption of liquor or any other alcohols within the Spa premises are strictly prohibited. It is also advised to avoid the consumption of heavy meals prior to, or after any Spa treatment.

Cancellation Policy / Re schedule

The treatments/packages you have selected are especially reserved for you. A 24-hour cancellation notice is required to help us re-schedule your appointment, and is subject to space availability on the other requested date and time prior to the cancelled date and time. Any cancellation with less than 6 hours' notice will incur a 50% cancellation fee. Full charges will be imposed for a "NO-SHOW".

Valuables

We recommend that no jewelry be worn at the Spa. The management and staff accept no responsibility for the loss of money or valuables of any kind brought into the Spa premises.

Refund Policy

Treatment packages and spa memberships are non-refundable, non-transferable and non-exchangeable.

Payment

We accept cash and credit cards payment (Master card & Visa card, AMERICAN EXPRESS, UNION PAY). Prices are subject to change without prior notice.

Disclaimer

The spa treatments, services and/or facilities received or utilized at Eranda Herbal Spa since 2002 are intended for general purposes only and are not intended to be a substitute for professional medical treatment for any condition, medical or otherwise, that Guests may have. Guests will fully indemnify and hold harmless Eranda Herbal Spa since 2002, affiliates, subsidiaries, representatives, agents, staff and suppliers, from and against all liabilities, claims, expenses, damages and losses, including legal fees (on an indemnity basis), arising out of or in connection with the spa treatments, services and/or facilities.