



The Elms spa terms & conditions

1. Full payment is required at the time of booking for all spa days and spa treatments.
2. The Elms has a non-refund policy, but if you are unable to make your scheduled day, we can rearrange your spa day with 48 hours' notice.
3. A 100% cancellation fee will be incurred for all spa treatments not cancelled at least 24 hours prior to the scheduled treatment time.
4. A 100% cancellation fee will be incurred for all spa days not cancelled at least 48 hours prior to the scheduled spa day.
5. Spa day group bookings of six or more persons will be required to give seven days' notification of cancellation or amends without incurring a fee.