



welcome to wellness

The following terms and conditions apply to all Gift Vouchers and Cards issued by Spa Naturel

Spa Naturel Gift Vouchers/Cards come in three formats: 1. Classic Voucher; 2. Plastic Gift Card; 3. eVoucher. These terms and conditions apply to all three formats unless stated otherwise.

Gift Vouchers/Cards are valid for a period of up to 6 months from the original purchase date shown both on the Voucher/Card and proof of purchase (receipt).

Gift Vouchers/Cards can be exchanged for services of a higher price than the face value of the Voucher or Card on payment of the difference. Gift Vouchers/Cards may be redeemed for services to the amount of the face value but cannot be exchanged for cash. If the full value of the Gift Voucher/Card is not used, change for the unused portion cannot be given in cash; you will receive a credit which will remain on the Voucher/Card until the balance remaining is used in its entirety, or until the original expiry date, at which point the Voucher/Card will be void and no longer usable.

Gift Vouchers/Cards are valuable and cannot be replaced in any circumstances. Please keep them in a safe place. Spa Naturel is not responsible for loss, theft, damage or unauthorised use of Gift Vouchers/Cards.

- Gift Vouchers/Cards are activated at time of purchase at the participating club
- Gift Vouchers/Cards are not a credit, debit or cheque guarantee card
- Gift Vouchers/Cards expire 6 months from the date of purchase (when the card is activated at the till). After this time the cards will automatically expire
- Gift Vouchers/Cards are not re-loadable or refundable
- Gift Vouchers/Cards must be presented at the Spa upon arrival, before the treatment
- Only Vouchers/Cards in their original and unaltered state are valid, and copies will not be accepted under any circumstances