



Membership Terms and Conditions

It's time to make **YOU** a priority. Here's everything you need to know:

- You must be 18 or over.
- Payment is due on a monthly basis (until cancelled), on the first day of each month, or by the next working day where the payment date falls on a weekend or bank holiday.
- Failure to make payment will suspend your membership until payment is received. If no payment is made and no communication has been made, your membership will be cancelled. Renewal of your membership may be rejected.
- You can upgrade your treatment or membership at any time – please advise Unwind & Indulge at least 24 hours in advance of your booking.
- Your membership is for one treatment per month, per your Membership Agreement. Treatments cannot be rolled into the next month, without prior agreement from Unwind & Indulge.
- You will be gifted one treatment of your choice in your birthday month. For this month you may gift your membership treatment to a person of your choice, or use it in addition to your gifted treatment.
- To qualify for a gifted treatment in your birthday month, you must have been a paying member for a minimum of 5 consecutive months.
- On any given month, you may gift your membership treatment to a person of your choice, as long as you have given at least 24 hours' notice to Unwind & Indulge.
- Your membership is ongoing until cancelled.
- You may pause or cancel your membership at any time, with written notice.
- No membership treatment can be taken in a 'pause' (unpaid for) month(s).
- Gift vouchers may be used to redeem treatments or ad-hoc promotions in addition to your membership treatment.
- Treatments can be rescheduled up-to 24 hours in advance. Cancellation or rescheduling within 24 hours of your treatment may result in you losing the right to a treatment that month. This will be at the discretion of Unwind & Indulge.
- Unwind & Indulge reserves the right to update/change guidelines, terms and conditions, opening hours or pricing at any time by providing reasonable notice of such change(s).

Thank you,

Vikki

Holistic Wellbeing Director