



Champneys Cloud 9

Terms & Conditions 2024

All new Cloud 9 members must complete a Health Screen Form attached to the application form before using any Health Club facilities.

1. INTRODUCTION AND DEFINITIONS

- a. In these Rules "the Company" means Champneys which provides the Club and its facilities for the benefit of the Cloud 9 members: "the Club" means the facility provided at the designated Champneys Resort. member means a Cloud 9 Member. "Directors" mean the Directors of the Company: "Rules" means the terms and conditions of membership set out below: "Application Form" means the Application Form completed by the member to join Cloud 9.
- b. It is a condition of membership that members agree to pay the fees referred to in Rule (2) and agree to be bound by these Rules.
- c. Any person who does not comply with these Rules may be rejected from or denied access to a Club or premises or may have their Cloud 9 membership terminated by Champneys if the non-compliance is serious with no refund of the unexpired membership made.
- d. Each Club and premises also have their own operational rules displayed in various parts of the Club and premises which you must also comply with.
- e. We reserve the right to make amendments to the rules, or individual Club/ premises operational rules, at any time. If we do this, we will aim to give reasonable advance notice by email and/or placing the rules on the website.
- f. Application for Cloud 9 membership or renewal of membership shall be determined by Champneys whose decision will be final without giving reason thereafter.

2. MEMBERSHIP AND FEE

- a. Members must be at least 18 years old.
- b. To qualify for a joint membership one bank account can only be used to pay membership fees. It is the Joint members' responsibility to agree payment from one bank account.



- c. Cloud 9 memberships can be gifted but must be paid for annually and cannot be refunded.

Starting Your Membership

- a.
 - i. New members: Your agreement starts from the start date set out on your membership application form. Your agreement starts on the date you have selected the form is completed and submitted and lasts for a 12-month term.
 - ii. Existing members: Your agreement starts from the date of application and last for a 12-month term.
- b. Members shall pay when applicable a non-refundable joining fee at the time of joining at the rate specified.
- c. Membership payments can only be made in full annually via credit/ debit or BACS by prepayment of membership subscriptions for the following 12 months in a lump sum payment as per annual membership rate specified.
- d. No charges are allowed to be posted by members onto their Cloud 9 account. All additional services outside of the Cloud 9 Membership must be paid for in advance.
- e. Members must give notice to the Club of any change of postal or email address. Failing such notice, all communications shall be presumed to have been received within 5 days of the post-marked or receipt of email.
- f. We will give you at least 14 days' notice, or less if it is not reasonably practicable to give 30 days' notice, in respect of any change to your membership conditions.
- g. We will give you at least 30 days' notice of any proposed price increase of your membership. All membership fees are reviewed annually.
- h. If a price increase is made to your membership terms and conditions, you shall be entitled to terminate your membership by providing one full calendar months' notice to us within fourteen days of receiving the notice of the price increase.
- i. To re-join the Club after a termination of membership, any unpaid subscriptions must be cleared, a new membership agreement completed and the prevailing admin fee of £25 will be charged per person.



Membership Types

- a. We offer annual Cloud 9 memberships only.
- b. We offer both single and joint memberships.
- c. We may at any time choose to withdraw a type of membership or a payment option for new members or members who want to change, restart or renew their membership or payment option.
- d. Membership is non-transferable and non-refundable unless there is written agreement to the contrary from Champneys.

3. **MEMBERSHIP CARDS**

- a. After applying for membership, cards will be issued to all members. These must be presented on arrival and are used to receive benefits and discounts.
- b. The card is non-transferable and must not be lent or used by another person other than the members themselves. If this occurs Champneys reserves the right to terminate membership and a refund of any remaining months will not be given.
- c. All members are required to have their picture taken at the Wellbeing & Fitness Desk.
- d. The club reserves the right to charge a fee for the replacement of lost membership cards currently £5.00.
- e. The company reserves the right to retain any membership card if there has been a defaulted payment by the member concerned.

4. **GUESTS**

- a. Cloud 9 members have 24 guests passes per person on each membership to use across the 12-month term providing the visit has been prebooked via the Concierge. A minimum of 24 hours' notice is required and will be allowed at management discretion. Failure to book a guest in will result in the current guest fee being charged or being turned away and denied access.



- b. All guests must be accompanied by an existing Cloud 9 member for the whole duration of their visit, including arrival. If a Cloud 9 member is not present for the duration of the visit the guest will be charged the applicable day rate charge.
- c. The minimum age of any member's guest is 16 subject to management discretion. However, guests between the ages of 16-17 must be always supervised.
- d. Any treatments, classes or services taken by your guests that are not included in your Cloud 9 benefit will be charged for in full and are required to be paid for prior to departure. Any discounts applicable to your membership do not extend to your guests.
- e. Members are responsible for ensuring that their guests are aware of, and adhere to, the Club rules.
- f. The Company reserves the right to refuse admission to any guest without explanation. Former members or persons who have applied for memberships but denied should not be introduced as a guest.
- g. Champneys reserves the right to show potential members and guests around the Resort and its facilities regardless of time – including but not limited to the pool & poolside amenities, gym(s), studio(s), reception areas, lounges, eateries & grounds at our discretion throughout the course of the day.

5. **CHILDREN & JUNIORS (MOTTRAM HALL ONLY)**

- a. Cloud 9 members cannot link a child to their membership. When we refer to a 'child' membership this would be anyone between the ages of 3 – 17.
- b. Cloud 9 members can bring a child as their guest at Mottram Hall. We may ask for proof of any child or juniors age and can refuse access to our club without receiving this.
- c. The designated swimming times for children up to 17 years of age are between 8am-10 am and 5pm-7pm daily. These are our designated family swimming times in the smaller leisure pool. The 20m swimming pool is only available for those children who can and are wanting to swim lengths only.



Your children's health and safety

- a. Children aged 17 or under must be accompanied during their visit to the Club by a member aged 18 or over and supervised at all times.
- b. Children aged eight or over must use the men's or women's changing rooms, according to their sex.
- c. Children under the age of 16 are not permitted to use the saunas or steam rooms. Between the ages of 16-17 they must be accompanied and supervised by a member aged 18 or older.
- d. Children under the age of 16 are not permitted to use the indoor hot tub or the indoor or outdoor hydro pools. Between the ages of 16-17 they must be accompanied and supervised by a member aged 18 or older.
- e. Children under the age of 16 may not use the gym. Between the ages of 16-17 they must be accompanied and supervised by a member aged 18 or older.
- f. Children aged three and under must wear swimming nappies.
- g. Children under the age of 16 must be accompanied and supervised in the pool and the pool area by a member aged 18 or over during the allocated swimming times. Please note there are no lifeguards.
- h. One adult must not supervise more than one child that is unable to swim.
- i. You must not bring your children into the club if they have an infectious illness or condition.
- j. We welcome children to our club at Mottram Hall ONLY but they must behave reasonably. They must not put themselves or other people in danger or prevent other members from enjoying the club or its facilities. If your child is behaving unreasonably, we have the right to speak to you or the child about this. If your child continues to behave unreasonably, whether on one visit to the club or over a number of visits to the club, we will try to sort out the issue by meeting with you. If we cannot sort out the issue during the meeting, we have the right to suspend the child from using the club. If we suspend your child from using a club and you want to appeal against this, you must appeal in writing to the Wellbeing & Fitness Manager.



5. USE OF FACILITIES AND SERVICES

- a. Champneys does not accept responsibility for facilities or equipment which cannot be used by members or guests due to unforeseen circumstances beyond the control of Champneys. This includes any mechanical breakdown which will be rectified as soon as possible.
- b. Club opening hours are fixed by the Company and are subject to change without prior notice. The Company may at any time close the Club's premises or any part thereof, without notice, to execute repairs, alterations, accommodate external events, re-decorations or otherwise, or to facilitate Club programmes and on certain holidays.
- c. Members are expected to vacate the pool, sauna, steam facilities before the advertised closing time to allow time to change and vacate the premises by the Club closing hours stated.
- d. Use of fitness areas and other Club facilities including outdoor classes is at the member's or guest's own risk and under their own medical advice. We advise you should consult a doctor before exercising. It is also your responsibility to advise staff if your medical status changes and may affect your ability to exercise safely. We advise that all members have a YOUNIQUE PT Health Screen and request a gym induction before using any new or unfamiliar equipment. Please note the gym is unsupervised at various times of the day. If you are pregnant, have injuries and / or medical problems or have not used gym equipment before please contact a Fitness instructor prior to use. For health and safety reason please ensure you are wearing suitable exercise clothing and trainers when using the Gym.
- e. Only members of staff or a nominated third party may provide personal training services within the Club.
- f. Members are requested to arrive for appointments and studio classes in good time. You must also pre-book and pay for ALL applicable classes/sessions in the gym, pool or studio to ensure your participation in them. Members will be charged for no shows or cancellation of classes that do not provide 2 hours' notice as per club policy. The fee for classes shall be such the sum the Company may from time to time determine.
- g. Cloud 9 members must book all fitness / studio / group exercise classes that are available on the activity schedule via the members app. Guest fitness / studio / group exercise classes must be booked via the concierge prior to arrival. Bookings



attempted to be made through the fitness reception may result in request being denied due to class size.

- h. An instructor may refuse entry or may ask any member to leave a class if they feel theirs, or another's safety or enjoyment is in jeopardy or if they arrive late for a class.
- i. Whilst every effort has been made to ensure the accuracy of the class programme, the management reserves the right to cancel or re-schedule classes after publication and at short notice. The programme may be amended during public holidays. members may not use the studios unsupervised without authorisation outside the class timetable.
- j. Proper attire, as determined by the Company, must be worn in the Club. Members are requested to always wear appropriate clean footwear in the fitness areas and non-marking soled footwear on the exercise studios and no outdoor footwear poolside. Appropriate attire must be worn in the restaurant and/or members relaxation area. Footwear must be always worn.
- k. Pools - The use of inflatables is not permitted at any time.
- l. Hot Tubs - Children under the age of 16 years are not permitted to use the hot tub. This is because young children can overheat more quickly than adults. Your child should also be tall enough to stand in the centre of the hot tub and still keep their head above the water.
- m. Members are requested to shower before entering the sauna, steam room and/or swimming pool. Shaving or exfoliating within the sauna or steam room is not allowed or the drying of towels and clothing or flammable materials such as newspapers and books brought into these areas.
- n. Pets are not allowed at the club. Service animals are allowed.
- o. Smoking is not permitted anywhere in the club apart from the outside designated area.
- p. Only food purchased from the club should be consumed within the club.
- q. No alcoholic beverages or drugs of any kind may be brought into the club. Violation of this rule will result in immediate exclusion from the club and may result in termination of membership.



- r. Members or guests shall not use the club's facilities whilst under the influence of alcohol or drugs. In the event they do so, this is entirely at their own risk.
- s. Mobile Phones – The use of mobiles phones is restricted in the spa areas. This policy has been put in place to ensure the privacy and comfort of all members during their relaxation time. Using mobile phones in the spa can be disruptive to others and can negatively impact the peaceful atmosphere we aim to provide. Additionally, taking photos or videos in the spa can violate the privacy of other members. We therefore ask you to respect those around you and if you wish to capture your memories you do so without impacting other members and guests, without capturing them in your footage and by asking for their permission. If they are uncomfortable, please respect their decision and put your phone away. We appreciate your understanding and cooperation in upholding this policy. We will also remind our guests. Thank you for your support in maintaining a respectful and peaceful spa environment for all.
- t. In the interest of safety, no glass container may be taken into any fitness areas, pool or changing areas.
- g. Be considerate to others; loud or abusive language towards other members, guests or staff will not be tolerated.
- u. Club property, including towels, toiletries, etc., is provided by the Club as a courtesy to its members during Club usage only. Removal of Club property from the premises may result in the termination of membership privileges and legal action.
- v. Due to the popular demand appointments need to be made as soon as possible to avoid disappointment but at least 24 hours in advance via the concierge. Member appointments for the Spa, (Medical Centre at Tring) and fitness services such as personal training that have been booked require 24 hours' notice when cancelling. Exceptions will be considered. If a member fails to attend an appointment without providing such notice, the Club reserves the right to charge the full cost of the appointment.
- w. Members are required to leave workout areas clean and tidy. As a courtesy to other members and for health and safety reasons, equipment needs to be replaced in the storage areas/racks provided and equipment must be wiped down after use.
- x. Cardio gym equipment must not be used for longer than 20 minutes during busy periods.



- y. You should seek instruction before using unfamiliar equipment or book a gym induction.

6. **LOCKERS**

- a. Lockers may be available for use by members and their guests whilst they are on the Club's premises, subject to availability.
- b. Members must ensure that the contents of the lockers are removed at the end of their visit and use only for the period of their time at the Club.
- c. The Club reserves the right to open lockers without the member's permission or the member being present. Property cleared from lockers, or left on the premises, shall be given to housekeeping and then donated to charity after 10 days.
- d. All bags must be kept in lockers and should not be taken into the fitness areas.
- e. Those resorts with locker bands must be signed in and out at reception. Failure to return or hold a locker band will result in a fine.

7. **LIABILITY**

- a. Neither the Club nor the Company will accept liability for any damage or loss to a member's or guest's personal property brought into the Club's premises.
- b. All activities and treatments are taken at the member's or guest's own risk including participation of classes online.
- c. Neither the Club, the Company nor their staff shall be liable for personal injury sustained by members or their guests whilst on the Club's premises, grounds or online classes, except in so far as it can be proven that this relates to the wilful act, neglect or default of the Company or the Club or any staff.
- d. Members or guests who suffer an accident or injury on the Club premises must report the accident or injury and the circumstances in which it occurred to the Duty Manager immediately following the accident or injury.



8. MEMBER'S HEALTH AND SAFETY WARRANTY

- a. Our health agreement (see end of document) outlines the commitments of both Champneys and our members. Please ensure you read. By becoming a member, you are agreeing to this agreement unless otherwise notified. Members and guests must warrant and represent that they are in good physical condition and capable of engaging in exercise and notify a member of the fitness team immediately in order that Member/guest notes and their programme can be updated, or medical clearance obtained. If through injury or other reason, such as pregnancy, this is not the case, they must consult a doctor before engaging in exercise and that he/she knows of no medical or other reason why he/she is not able to engage in active or passive exercise and that such exercise would not be detrimental to his/her health, safety, comfort or physical condition.
- b. The Member shall not use any Club facilities whilst suffering from any infectious or contagious illness, disease or other ailment or whilst suffering from a physical ailment such as open cuts, abrasions, open sores or minor infections where there is a risk that such use may be detrimental to the health, safety, comfort or physical condition of other Members.
- c. Champneys Health Spas have done its best to put in place preventative measures to reduce the spread of COVID-19; however, Champneys cannot guarantee that you will not become infected with COVID-19. As a member you acknowledge the contagious nature of COVID-19 and voluntarily assume the risk that you may be exposed to or infected by COVID-19 by attending Champneys and that such exposure or infection may result in personal injury, illness, permanent disability, and death. You understand that the risk of becoming exposed to or infected by COVID-19 at Champneys may result from the actions, omissions, or negligence of yourself and others, including, but not limited to, Champneys employees and program participants. You voluntarily agree to assume all the foregoing risks and accept sole responsibility for any injury to yourself (including, but not limited to, personal injury, disability, and death), illness, damage, loss, claim, liability, or expense, of any kind, that you may experience or incur in connection with your attendance at Champneys ("Claims").
- d. We recommend that before using the Club, Members familiarise themselves with the fire exits and emergency routes in case of evacuation. Please note that employees are NOT required to "seek and search" the building, therefore it is the responsibility of everyone to follow the relevant instructions.
- e. All members must comply with any reasonable requests made by the members of staff & health club personnel in relation to matters of health and safety.



9. DATA PROTECTION

- a. It is necessary for the purpose of providing Members with advice and support in relation to our facilities to hold certain data concerning the Member's identify, contact details and general health on our files. By signing the application form you are expressly consenting to the Club having authority to keep this data for the duration of your membership to the Club and for up to two years afterwards (or, if membership is refused for any reason, for a period of two years from the date you complete this form) to assist us in providing you with the best possible service.
- b. By signing the application form you will be indicating your consent to receiving emails. For the avoidance of doubt, you are not affecting any of your rights under the Data Protection Act 1998.

10. CAR PARKING

- a. No unauthorised car parking is permitted on Club premises. Cars must be parked properly in designated spaces, or they will be clamped, and a fee may be charged (where applicable).
- b. The electric charging points situated in the resort car parks are subject to availability and are never guaranteed to be available. Members must not exceed charging their vehicle for any period longer than 1-hour and are also subject to fees associated with the charging point facility. We reserve the right to ask a member to move their vehicle from the charging point if deemed necessary without question regardless of vehicular charge.

11. CANCELLATION AND SUSPENSION OF MEMBERSHIP

A) Suspension/Freezing

General

- I. Members may apply to have their membership frozen subject to a serious illness providing suitable evidence is given eg a doctor's note. Minimum suspension in these cases will be 1 month and maximum is 3 months. No charge will be made.
- II. Request for freezing must be made in writing to the Club Administrator giving one months' notice subject to management discretion.
- III. Suspensions reasons cannot be back dated; these must be informed in writing prior to the suspension.



- IV. Should you wish to extend a current freeze this must also be put in writing, verbal instructions cannot be accepted. You will also need to let us know when you plan for your membership to start again. Your membership will be extended for the requested freeze period and renewal date amended accordingly. No credit will be applied.
- V. Request for freezing shall be at the sole discretion of the Club.
- VI. If we increase our membership prices during the period when your membership is frozen, you will have to pay any new prices that apply to your membership type when your membership starts again.
- VII. You will not be able to use any of the facilities, benefits, or services whilst your membership has been suspended. If we do your membership will automatically restart and you must pay any appropriate membership fees that are due for the period while your membership was suspended.

CANCELLATION OF MEMBERSHIP

GENERAL

- I. Requests for cancellation must be made in writing/email to the Concierge with at least 90 days' notice. The Concierge will then confirm your leaving date.
- II. Verbal instructions to amend or cancel a membership cannot be accepted without the appropriate written and signed form and a minimum of 90 days' notice given.
- III. Reinstatement of a cancelled membership may be accomplished by payment of a new admin fee plus any unpaid balance from the previous membership.
- IV. Membership is non-refundable and non-transferable.
- V. The Company shall have the right to suspend or withdraw Cloud 9 privileges or membership from any Cloud 9 member who, in their opinion, has abused privileges or conducted himself or herself in a manner deemed detrimental to the Club staff or its members. Such exclusion or suspension shall become effective immediately and no reimbursement will be issued to such member. There will be no refund of the joining fee.



B) LIMITED RIGHT TO CANCEL FOR THOSE MEMBERSHIPS THAT REQUIRE 'PAYMENT IN FULL'

During the contract period of 12 months, you may cancel the contract only for the following reasons that prevent you from using the club or premises facilities:

- I. Suffering from a medical condition (this does not include pregnancy but does include a medical condition that arises during pregnancy); An appropriate medical practitioner must provide written evidence that this is so.
- II. Loss of your employment or you are declared insolvent; You must produce documentary evidence to support this.
- III. We are satisfied that there has been a change in your personal circumstances, other than those listed above, which means that it is no longer reasonable for you to use your club's facilities or to continue being a member.

PAYMENT FOR EARLY CANCELLATION FOR ANNUAL PAYERS

If any of the forementioned exceptional circumstances apply, we shall be entitled to request reasonable evidence to provide sufficient proof of the exceptional circumstance. The decision as to whether the membership can be cancelled shall remain in our absolute discretion.

- a. If cancelled due to reasons set out above, unused membership fees will be given by way of Gift Card and valid for 24 months from issue. The Gift Card can be used towards Champneys Products, Days & Stays.
- b. If you cancel your membership before your membership expires for any reason other than in the circumstances set out above, we shall be entitled to keep the remaining unused annual fees.
- c. Please note you will not be able to re-join on any promotional offer within a 12 month period from the date of cancellation.

12. CCTV

- a. Closed circuit cameras operate throughout our Resorts except in the changing areas. Any unlawful activity within the premises may be reviewed for possible legal action.



13. **STANDARD FEEDBACK PROCEDURE**

- a. Members and guests are encouraged to make any comment or complaint via the feedback QR posters located at the Wellbeing & Fitness Reception or by email to the Fitness Manager or the Club Administrator. For all feedback relating to the facilities please contact the Fitness Manager or the Concierge line. For any enquiries regarding your account/statement please contact the Concierge line. Please ensure that all contact details are detailed on the form/email in order that a member of the management team can contact you accordingly to discuss. Should a member or guest wish to discuss any issue in person they can also request to speak to the Manager on duty.

14. **GENERAL**

- a. The Company may assign the benefit of the Cloud 9 Membership Agreement to a third party at any time without notice to the member.
- b. A person who is not party to the Membership Agreement has no rights under the Contracts (Rights of Third Parties) Act 1999 to rely upon or enforce any term of the Membership Agreement.
- c. The Company may communicate with the members via electronic mail ("email") and/or by SMS. By providing an email address or mobile telephone number to the Company, the member consents to receiving and/or SMS communications from the Company, including notices pursuant to these terms and conditions. The Member also accepts that email and/or SMS may not be a secure and confidential means of communication. The Company will not be liable for any loss or damage suffered as a result of communicating with a member by email and/or SMS.
- d. Champneys reserves the right to close certain elements or all of the health clubs' facilities to members for other business & resort needs. Including but not limited to exclusive filming & promotional arrangements as well as private functions and corporate events. The potential limitations and restrictions involved with club closures are not subject to compensation or reimbursements in any form or monetary values.

15. **BENEFITS**

- a. The Company reserves the right to withdraw or make changes to Cloud 9 benefits at any time. Where we can notice of change will be given in writing.



- b. All Cloud 9 benefits are determined by the company and are non-transferable and non-refundable. Cloud 9 benefits are applicable to Cloud 9 members only and cannot be gifted or extended to non-Cloud 9 members and members of other membership types.
- c. Access to all properties at no additional cost. Premium desk space and meeting space can vary property to property and entry is at the discretion of management. If more than 50% of your visits are to a single, more expensive club that is not your home club, Champneys reserves the right to adjust your membership accordingly.
- d. Guest passes must be booked 24hrs in advance with the Concierge line. Any walk ins will be turned away. All bookings are subject to availability and the Company's discretion. Any guest must be accompanied by the Cloud 9 member for the duration of the visit. Any discounts applicable to Cloud 9 members are not extended to any of their guests. This is facilities access and applicable classes only. Spa treatments, food and beverage will all incur a charge payable on the day. A maximum of 3 guest can be booked in using this benefit.
- e. Any discounts applicable to Cloud 9 membership can be changed/ withdrawn at any time. Any bookings/ purchases already made will not be retrospectively charged. Any discounts off food/ beverage/ treatments and retail are for the Cloud 9 member only and cannot be extended/ transferred to guests.
 - a. 20% off food and beverage onsite.
 - b. 20% at Champneys Resorts on selected Champneys Spa treatments and services, fitness, nutrition, hairdressing, and boutique.
 - c. 20% off Champneys retail
 - d. 10% off Elemis branded products.
 - e. 50% off corporate day delegate rates and meeting rooms for up to 10 guests
 - f. 15% off meeting and events
 - g. 50% off standard room rate Sunday – Thursday (cannot be upgraded)
- f. Dinner, Bed and Breakfast is available for £199 (for up to two people sharing) at any resort at any time (excluding Christmas and New Years. Bookings will be made in a suite where available. If a suite isn't available, then the next best available room will be reserved. This rate can only be used if a Cloud 9 member is staying in the room and cannot be gifted to non-Cloud 9 members.
- g. Complimentary upgrades to premier therapists is always subject to availability and can vary property to property.



- h. The complimentary Champneys treatments included in your benefits cannot be swapped/ gifted. This treatment holds no monetary value and if missed cannot be exchanged for any credit/ goods or services Champneys provides. If you wish to upgrade your treatment the difference of the free treatment RRP and treatment of your choice will be payable. The treatment is a Champneys branded treatment only.
- i. Access to premium treatment time is subject to availability.
- j. All exclusive Resort events/ Fine dining experiences are for Cloud 9 members only unless communicated otherwise. These are arranged by each location and are subject to availability. If for any reason these events are cancelled, they will not roll over to the following month. If missed, they cannot be exchanged for any credit/ goods or services Champneys provides.
- k. Lucky dips for all Wembley events are for Champneys Cloud 9 members only and cannot be exchanged for any credit/ goods or services Champneys provides. They must be attended by the winning Cloud 9 member and cannot be sold/ gifted.
- l. Personalised Concierge line is for Cloud 9 members only.
- m. Complimentary Champneys YOUnique Personal Training session is for Cloud 9 members only. This session cannot be swapped/ upgraded or gifted. This session holds no monetary value and if not attended cannot be exchanged for any credit/ goods or services Champneys provides.
- n. £100 Wellbeing standard charge for any Wellbeing Retreat ran by Champneys is subject to availability and some exclusions may apply. Your personalised concierge service and advise you of any excluded retreats. Accommodation is an extra charge as per your Cloud 9 benefits and subject to availability.



HEALTH AGREEMENT

This agreement sets out the basis for how we will work together, to ensure we have the best relationship built on mutual respect and trust. This will enable us to operate and you to enjoy all of the facilities at our spas.

What we expect from you

Your Health and wellbeing is our paramount concern:

Health - We feel that you are the best person to be in control of your health. We ask that you seek professional medical advice about any conditions or concerns you have and act on this advice, even if it means not undertaking exercise, a treatment or class which you would like to do.

Wellbeing - That you let us know if you feel unwell for any reason whilst on our premises so we can help.

Knowledge - That you read and take on board any instructions information or notifications about use of equipment or the contraindications for specific treatments

What you can expect from us.

Facilities -You are free to use any of our facilities or have any of our treatments that you know you are comfortable with.

Maintenance - We will maintain our equipment and facilities in line with industry standards

Team Members - Qualified and competent staff are able to help you achieve your goals and advise you on how to exercise safely.

Our therapists will be qualified in line with industry standards and recognised professional bodies