

## 1. Enquiries and Reservations

To ensure your preferred time and service is available, we recommend booking in advance. You can enquire and book your appointment via the following:

- over the phone: 02 9058 0306
- hotel room: extension 306
- e-mail: [dayspa@williaminglis.com.au](mailto:dayspa@williaminglis.com.au)
- online: <https://www.inglisdayspa.com.au/book-online>
- Request form: <https://www.inglisdayspa.com.au/contact>

An **online booking** is an automatic process, and we might contact you to make any necessary amendments.

- If you have a gift voucher, simply insert the code in the notes of the appointment.
- Treatments with a specific therapist via the online booking system cannot be guaranteed.
- Regardless of the type of treatment, if you wish to book two people, select the same timeslot with two different therapists and insert you and your guest's name. The booking system will not accept two reservations in the same timeslot under the same name.
- We do not take payments via the online booking system. If you wish to make a payment, please call us in advance.

### Group bookings

If you wish to organise a spa day with your friends and family, we will make sure that your guests will be pampered for the special occasion. Please enquire via phone or email. Your guests can select any treatment from the entire menu.

- Group bookings require a deposit payment of 20% value of all booked treatments made at least 72h prior the booking.
- If group guest numbers change less than 24 hours prior, part or all the deposit will be deducted to cover the cost of cancelled treatments.

## 2. Time and Treatment alterations

Please note that we are unable to change the treatment components of already set rituals.

If you wish to create your own experience by selecting additional treatments please refer to the 'mini treatments' option; <https://www.inglisdayspa.com.au/tailoredjourneys>

- Alterations to promotional offers are not permitted.
- A change to the duration of the treatment made less than 48 hours prior may result in a necessary change to the commencement time.
- Shortening the duration of the treatment on the day of your booking is not permitted; the full price of originally booked time frame will be charged.
- A change of the treatment type or time extension on the day of the booking is a subject to availability.

### 3. Enhancements

- Add-on treatments such as BT Microdermabrasion, Anti-ageing Eye Ritual and Ampoule are performed within your facial time only.
- If you wish to add any of the above to your massage, you must also book a mini facial (+30min).
- A Red or Blue LED light added to your facial extends the treatment up to 20 minutes and mini treatments up to 30 minutes.

## Terms and Conditions of Booking

### 1. Cancellation policy

- If you are unable to make your appointment, we kindly request 48 hours' notice.
- If you are unable to cancel within this timeframe, we do require at least 24 hours' notice within the spa business hours.
- If you are unable to notify us during spa business hours, **please send us an e-mail with: cancellation date and time of your booking in the subject of your e-mail.**  
**Please don't leave a voicemail with a cancellation request- e-mail only notifications are accepted outside of spa business hours.**
- **Full payment will be taken if you will cancel your appointment on the day of the booking.**

### 2. Payments

- All bookings for first time guests require a \$50 deposit payment or gift voucher code upon reservation, processed at least 48 hours prior to the appointment or upon booking if less than 48 hours prior.
- We accept Visa, Mastercard and Debit Card payments (no Amex), gift vouchers, room charge and in special circumstances cash.
- Group bookings require a deposit payment of 20% of the value of all booked treatments at least 7 days prior to the booking.

### 3. Spa arrival

- Please arrive 15 minutes prior to your scheduled appointment to allow adequate time to fill out the consultation form, freshen up and for you and your therapist to plan the perfect experience.
- Late arrivals may result in reduced treatment time.
- If you wish to enjoy pool and gym facilities, please bring appropriate attire with you.

### 4. Minimum age

- All guests must be a minimum of 18 years of age to enjoy spa services and facilities without Parental or Guardian supervision. Guests aged 16 & 17 years may attend a spa treatment with a signed consent from the Parent/Guardian on the consultation form.
- Guests aged below 16 years old must be accompanied by a Parent/Guardian in the treatment room.

### 5. Spa etiquette

- To ensure the comfort and relaxation of all guests we kindly ask to keep conversations to a minimum and respect that the spa is mobile and smoke-free environment.
- Inappropriate behaviour during the treatment will result in immediate conclusion of the treatment without refund.

## 6. Gift vouchers

- You may purchase vouchers at the spa or online via [www.inglisdayspa.com.au/gv](http://www.inglisdayspa.com.au/gv)
- All vouchers purchased at menu prices are valid for three years from the date of purchase.
- The original value of the service may change, therefore any difference in price is payable on the day of the treatment.
- The holder of the voucher may change the treatment type, upgrade the voucher or use the voucher in several visits within the original expiry date period.
- We are unable to reissue a gift card that has been lost, stolen or damaged.
- Gift vouchers are redeemable for spa services and spa products only.
- Gift vouchers are not redeemable for cash or transferable under any circumstances.

## 7. Spa facilities

- With any treatment valued over \$100 you will receive complimentary access to the rooftop pool and gym before or after your appointment.
- Only spa guests are allowed to utilise hotel facilities. If you wish to wait for the guest who is receiving the treatment the hotel lobby is located on the ground level.
- We are unable to reserve pool cabanas or chairs.
- Food and Beverages can be ordered from the rooftop pool deck on the day.
- Pre order of Food and Beverages must be made at least 24 hours prior to requested service time.

## 8. Relaxation lounge

- The Beautiful room overlooking the racecourse is exclusively available for post treatment relaxation. Transformed, nurtured, and renewed, your Inglis Day Spa Ritual concludes with a cup of herbal tea and fruit infused water.
- Cheese platters/ cakes can be pre-ordered with an additional charge.
- It is not permitted to consume beverages and food brought by you or your guests in the relaxation lounge, gym or pool facilities.

## 9. Spa discounts and promotions

- We do not provide any discounts based on hotel memberships. If you wish to sign-up to our VIP newsletter, please tick the box on the bottom of the consultation form.
- Any Birthday discounts or offers apply only to existing and pre signed guests.
- All promotions are temporary and cannot be purchased as a gift voucher. The offers are limited and exclusively for subscribed members.
- You may book a promotional service only over the phone and pre-pay upon booking.

## 10. Photography

- You are welcome to take photos in the relaxation lounge and pool.  
The hotel and spa areas cannot be used for promoting other products not affiliated with us i.e.

skincare brands and treatments other than from our spa partners Aromatherapy Associates and Skeyndor.

#### 11. Guest lockers

- We will provide you with a robe and locker amenities. Lockers are available in the Women's and Men's changing areas.
- The Inglis Day spa is not responsible for lost or stolen items anywhere on hotel property. Please leave your valuables at home.
- Every treatment room has a jewellery box if you wish to store your belongings during the treatment with you. Please avoid placing jewellery and other items in the robe pockets.

#### 12. Health conditions

- Please inform us of any medical conditions or injuries by indicating in the consultation card. Any allergies from potential cosmetic ingredients must be listed.
- If you feel unwell during the treatment, please inform your therapist immediately.
- Please note that we do not perform any treatments within first trimester (under 13 weeks) of a pregnancy without written Doctor's consent.
- If you have any condition that requires extra preparation such bed setting or wheelchair access, please inform us upon booking to assure the comfort of your spa experience.

#### 13. Privacy

- All personal information shared will remain private and confidential. All pre-treatment consultations are performed in private treatment rooms.