

Booking and Cancellation policy:

These are our current terms and conditions for bookings at My Day Spa, Brentwood Street, Upper Hutt. October 2014. These T & C's are subject to change without notice.

We often have a waiting list for appointments so if you are unable to make yours please let us know. Thursday to Saturday are our most popular days and require advanced booking in most cases, in particular for couples or groups.

Before making an appointment with us we would like to make you aware of our cancellation policy. All we ask is that you would let us know if you cannot attend your appointment as early as you can.

We will text you the day before as a reminder and if you are unable to attend please contact us then. (i.e. within 24 hours)

You can also request an email reminder if this is more convenient for you.

For single bookings for one person:

Failure to inform us within 24 hours of your expected arrival or no show on the day will result in a note on your record and subsequent appointments requiring either a 50% deposit or a Visa card number.

Once there is a note on your record the following penalties apply: Less than 24 hours' notice 50% of the service price will be charged. On the day cancellations and no shows 100% of the service price will be charged.

For all bookings using a gift voucher or prepayment:

Less than 24 hours' notice, 50% of the voucher value will be forfeited and deducted or 50% of the service will be charged. On the day cancellations and no shows, the gift voucher will become void or 100% of the prepaid service will be charged.

Un used and expired vouchers: Our gift vouchers all have a 6 month expiry date on them, this is clearly marked on the voucher, if you have been in touch to let us know that you have a situation where you will not be able to use your voucher within this time frame we may consider an extension, this is on a case by case basis and not guaranteed. An effort to honour and expired voucher where prior contact was not made, will be considered on a case by case basis and will depend on how long since the voucher was purchased and what the circumstances are.

In all situations we attempt to act in a fair and considerate manner, however because we have displayed the expiry on our vouchers we are not obliged to guarantee its use beyond that date

For larger bookings including couples, packages and groups:

Due to the fact that we are a unique small spa we often have to arrange extra staff in advance especially to cater for your larger bookings.

All larger bookings will be only confirmed and secured once a 50% deposit has been received either in person, by internet banking or by Paypal.

We require min 48 hours' notice of cancellation or change to your larger booking otherwise the deposit will not be refunded or transferred. Please note that if you are wanting to change a larger booking that the date you request is not guaranteed to be available.

For packages that include accommodation in the Brentwood Manor

The Brentwood manor is a separately managed facility, and while we do our best to co-ordinate your stay and Day Spa treatments, we have no control over their online booking activity and are unable to confirm and secure your preferred dates until a 50% deposit has been made.

Please also contact the Manor personally for any of your accommodation check in, check out and other requests. On info@brentwoodmanor.co.nz or 04 5286727

(*We know that there are exceptional situations beyond your control, which we would not dream of charging you especially if you reschedule)