

Sequoia Terms and Conditions

Terms and Conditions

- As Sequoia is reserved for adults only, children under the age of 16 years are not permitted to undergo any type of treatment in the spa.
- All treatments are subject to availability.
- The spa reserves the right to alter your treatment times on the day if necessary.
- Please note that treatment time includes health consultation and aftercare as well as your chosen treatment.
- Your treatment does not include use of the spa, unless you are a member, day guest or resident. You will be taken directly from Spa Reception to the Treatment Room by your therapist.
- Sequoia will not be liable, under any circumstances whatsoever, for damage or consequential loss, however caused, to our guests' property and belongings unless it is solely due to the negligence of the Company, its employees or agents.
- Nothing in these terms is intended to exclude any liability for personal injury or death resulting from the negligence of the Company, its employees or agents.
- Sequoia reserves the right to close or withdraw any facility, with or without notice, for any period for maintenance work. No refunds will be given unless any such breakdown is due to the negligence of the Company or its employees or agents. We will always try to reschedule your treatment to a mutually suitable date and time.
- Offers cannot be used in conjunction with any other offer and are subject to availability.
- Sequoia reserves the right at any time, and without prior notice, to change the terms and conditions.
- "The Grove", "Hotel" or "We" means Ralph Trustees Limited whose registered office is at Ralph Trustees Limited, 5-6 Down Street, London W1J 7BJ and which owns and manages the property at which the treatment will take place.

Method of payment

- All treatment prices are inclusive of VAT.
- We accept all major credit cards and a card is required to secure all treatment bookings.
- Gift vouchers cannot be used to secure bookings but will be accepted as payment on the day if presented to the receptionist.
- In the event of non-payment for whatever reason, Sequoia may refuse admission.

Cancellation Policy

Should you need to cancel your reservation, please contact the Spa Reservations Team on spa.reservations@thegrove.co.uk. Any cancellations made less than 14 days prior to the day of visit will be non-refundable. Providing we have a minimum of 48 hours' notice we will permit the transfer of the pre-payment to a future date once within 3 months of the original date. Treatments specified within Spa Day Packages cannot be changed.

Online Bookings

Full pre-payment is required at the time of booking for all online treatment bookings. No refund will be offered for cancellation of an online booking. Facility usage is not permitted with an online booking this is inclusive of the changing areas and showers.

Upgrade of Treatment

If you wish to upgrade or change your treatment please contact the Spa Reservations team on 01923 294294 and we will happily change the booking for you, subject to availability. If there is a price differential full payment will be required at the time of change to the booking.

What to bring

For body treatments we will supply disposable underwear. For other treatments you may keep your own underwear on or dry swimwear if you prefer.

Upon arrival

Please allow sufficient time before your treatment to complete a Spa Consultation Form. We recommend you arrive up to 15 minutes prior to treatment.

Late arrival

Regrettably, late arrival for your appointment will result in a reduction of treatment time or even cancellation if the treatment cannot be performed in the time left available. In some circumstances we may be able to re-schedule your treatment time if you are late however, this is often not possible due to the busy nature of the spa and the availability of therapists.

Spa etiquette

Our spa environment is one of relaxation and tranquillity. Please respect all spa guests' right to privacy and serenity. Sequoia is a camera and smoke free zone. Mobile phones and laptops are not permitted in our relaxation spaces.

Children and Pets

Children under the age of 16 years are not permitted to use any of the facilities in Sequoia. We cannot allow guests to bring pets into the spa.

Access to our facilities

Our spa facilities are only available to guests who are a resident, Sequoia member or have booked a day spa package with us; facilities are not available to guests who book a treatment online. Should you wish to book a day spa package please call Spa Reservations on 01923 294294.

Walled Garden

Access to the Walled Garden is available to hotel residents and guests booked in for a full Spa Day, Monday – Friday excluding bank holidays. This does not include our Spa Experiences and is subject to availability.

Health conditions

Please ensure you have read the contra-indications attached to treatments. For expectant mothers we have specially designed treatments for during pregnancy or nursing mothers. If you are unsure which treatment is suitable for you, or if you have a specific health condition, we suggest you allow our spa team to guide you in selecting which treatments are most suitable by calling Spa Reservations on 01923 294294.

A full consultation will be completed with you on arrival but if your therapist identifies contra-indications your chosen treatment may need to be changed or you may be unable to have your chosen treatment.

Pregnancy

Please note that during the first trimester (weeks 1 – 12) we can only offer facials. No body treatments will be offered during this period. From the second trimester (13 weeks) we can offer facials and our Pregnancy Massage; no other body treatments will be offered. If you need any further guidance please call our Spa Reservations team on 01923 294294.

Doctor

We do not have a resident doctor on site. Guests are advised to consult with their own doctor about the need to restrict or avoid any of our treatments.

Valuables

The company will not be liable, under any circumstances whatsoever, for damage, injury or consequential loss, however caused, to our guests' property and belongings unless it is solely due to negligence of the Company, its employees or agents.

Sequoia Kitchen

You are welcome to order from our Sequoia Kitchen menu pre or post your treatment; please be aware orders can take up to 30 minutes.

Homecare

To continue your spa experience at home all products used in our treatments are available for purchase at the spa reception. Your therapist will be able to recommend products suitable for your homecare regime.