

LANSPA TERMS & CONDITIONS

Terms & Conditions at LANSPA

Dear Valued Customers,

Thank you for booking at LANSPA. We look forward to being your oasis of peace and tranquility in the hustle and bustle of your day to day life.

To help us provide the best relaxation experience for you and your loved ones, please read and follow our terms and conditions. Thank you in advance for your understanding and cooperation.

Cancellations & Reschedules

We understand that, sometimes, events arise in our lives that are not within our control and you may not be able to attend your appointment. Whilst we are considerate of your circumstances, we ask that you are mindful of ours; unfortunately we are unable to fill our appointments at short notice.

Please understand that we require 48 hours notice to cancel or reschedule appointments (7 days advance notice for bookings of 4 or more). If an appointment is cancelled within this time period, 50% of the total value paid or 50% of the deposit will be forfeited (whichever is greater). If a gift voucher is used as the deposit, the gift voucher will be forfeited in its entirety. If you are a 'no show' on the day of your appointment, 100% of the deposit or 100% of the treatment price will be charged (whichever is greater).

We kindly ask you to let us know 48 hours prior to your appointment time which therapists and resources you require for your treatment so we can make the necessary arrangements for you.

Making Your Way Here

Elkhorne Avenue, Surfers Paradise is located in the heart of the Gold Coast CBD. It can be quite challenging finding parking at peak hours/periods during the year, so we encourage our customers to give themselves ample time to park and arrive on time to their treatments. We recommend the Cypress Garden Car Park located at 3332 Surfers Paradise Blvd, Surfers Paradise QLD 4217 (next to Cypress Avenue Tram Station) which offers \$5.30 all day parking. If your treatment is less than 2 hours, we recommend the Chevron Renaissance Car Park which provides 2 hours free parking.

If you are in here on a staycation in the Gold Coast, please reach us by tram via the Cypress Avenue Tram Station which is only a 3 minute walk away from us.

Running Late To Your Appointment

To ensure a timely start to your appointment, please arrive 5 minutes earlier to fill in any necessary paperwork and to use the bathroom. If you are running late to the appointment, please call and kindly inform us of your circumstances. In these situations, we always endeavour to provide you with the full treatment time – however we are usually fully booked and arriving late may result in a shorter treatment time. If we are running behind on our treatments, we will honour the duration of your booking and ensure you receive your full treatment time.

Caring for Our Customers

LANSPA is a space for peace and tranquility. To maintain this serene environment, we kindly ask our clients turn off their phone before entering the spa and are mindful of other guests undergoing treatment when arriving and exiting the reception area.

Please ensure all personal items/jewellery are placed in your purse before treatment, and to collect all your belongings once the treatment is over. We do not take responsibility for any lost property. Please let the reception know within 10 minutes of your treatment if you are dissatisfied so immediate solutions can be found to keep all parties happy. We are unable to take any action if the treatment proceeds and the full treatment is undergone.

Sexual Harassments of Spa Employees and Associates

- Lan Spa has a no tolerance policy when it comes to sexual harassment of spa employees and associates. Lan Spa Day Spa understands that spa employees are particularly vulnerable; they work in close quarters, sometimes alone, providing a service for guests.
- In the event a guest sexually harass a spa employee or associate, the spa employee or associate will automatically stop the service, and ask the guest to get dressed. An employee may stop performing their work if they reasonably believe that an ongoing crime, harassment, or other emergency is happening in their presence. Lan Spa defines this as The Fair Work Act has stated that the threshold for determining that conduct is unwelcome is that the employee did not solicit or incite it, and the employee regarded the sexual conduct or communication as undesirable or offensive.

Payments and Bookings

To book an appointment with LANSPA requires a 50% deposit on the total value of the booking. Payments for deposits must be made 48 hours before the desired appointment times and bookings without deposits are subject to cancellation. Gift vouchers can be used as deposits at the time of booking, and will be redeemed in their entirety when confirming appointments.

We provide card, cash, HICAP and Afterpay payment options. Private health insurance rebate cover remedial massage only.

A 2% surcharge applies to all card transactions.

A 15% surcharge is applied to all public holiday bookings to cover the cost of increase in wages on the day.

Unfortunately there is no split bills on group bookings. Refund issues from our booking system takes 1-3 days to be processed back into your account.

The deposit demonstrates a commitment to the duration of your treatment time. If customers are booked in for a 2 hour treatment and decide to change the service last minute, customers will honour the original time in consideration of our therapists valuable time.

LANSPA can accommodate group bookings up to 9 guests at a time in our foot spa area, and we have single, double and triple rooms available in our space. Please leave a note or notify your booking receptionist of certain requests 48 hours in advance of your treatment so we can have time to go the extra mile for you.

Online payments made through our Fresha booking system are secure. We do not have access to your card details and only have the ability to charge your card at the time of your appointment. Any charges made outside this time will require confirmation of a 4-digit code sent to your mobile number.

Gift Vouchers & Store Credit

Gift vouchers are available for purchase for any spa package, facial, body treatment or dollar amount on our website or in-store.

All gift vouchers are non-refundable but are redeemable for retail products. We are proud stockists of Skinstitut (by Dr Roebuck's) and Skinceuticals (by Dr Pinnell).

Please treat your gift voucher like cash. Lost, stolen or destroyed gift vouchers may not be redeemable.

Any store credit issued is non-transferrable and may not be redeemable if lost, stolen or destroyed.

REFUND POLICY

Generally, refunds will not be provided for Products or Treatments purchased from us. We will provide refunds of Products and Treatments sold to you where we are required to do so by Australian Consumer Law, including:

- We kindly request clients to voice any concerns during their treatment so that we can promptly address and resolve any issues, ensuring they have a fully enjoyable experience. It's essential to understand that refunds are not applicable, as agreed upon before the start of the treatment.
- for any Products or Treatments purchased which we are unable to provide to you; and
- if you purchase a Prepaid Treatment and subsequently do not wish to provide us with the information that we require to provide that Prepaid Treatment to you.
- Treatments and Products are not transferrable to other individuals or clinics. Proof of purchase must be provided. Refunds are not applicable for change of mind.
- All refunds processed by Lan Spa will incur a 5% processing fee