



Terms and Conditions

We want your time at The Coach House Spa to be as relaxing and comfortable as possible. The following Terms and Conditions outline important information to help you prepare for your visit and ensure the best possible experience.

Bookings and Confirmation

All spa reservations are made with First Sight Estates Ltd, trading as The Coach House Spa.

Advance booking is required for use of our Hydrotherapy Pool and Sauna Facilities, and for all treatments. Reservations can be made by contacting our Spa Reception via email at coachhousespa@kinrosshouse.com or by telephone on **01577 867855**.

Once you receive your booking confirmation, please check all details carefully. If anything appears incorrect or incomplete, please let us know as soon as possible by email. We are always happy to help make amendments where notice allows. We cannot accept responsibility for inaccuracies not reported within seven days of confirmation, or incorrect information supplied to us.

Arrival and Lateness

Please arrive 15 minutes before your scheduled appointment time. This allows time to complete your consultation form, enjoy a short spa tour and begin your experience feeling relaxed.

If you arrive earlier than the recommended 15 minutes, you may be asked to wait until a member of the spa team is available to begin your experience. Late arrivals may result in reduced Hydrotherapy Pool and Sauna Facilities access or shortened treatment time(s), with treatments provided within the remaining appointment window.

Age

The Coach House Spa is an adult-only environment. Guests must be 16 years of age or over to access the spa facilities and receive treatments.

What to Bring

Guests using the Hydrotherapy Pool and Sauna Facilities are required to bring swimwear. Lockers, towels, robes and slippers are provided as part of your booking.

We recommend leaving valuables at home, as we cannot accept responsibility for loss or damage to personal belongings.

For your comfort and privacy, we ask that underwear is worn during all treatments.

Health Check

If you have had surgery within the last six months or have a medical condition, please inform us prior to your visit, as this may affect your treatment options.

On arrival, you will be asked to complete a medical questionnaire to ensure your treatment is safe and tailored for your comfort. We cannot accept liability for any issues arising from undisclosed medical information. For the wellbeing of all guests and our team, we reserve the right to refuse treatment and access to anyone who is unsuitable for treatment due to illness.

Due to the historic nature of The Coach House Spa, the Hydrotherapy Pool, Sauna Facilities and all treatment rooms are accessible by stairs only and are therefore not suitable for guests with limited mobility.

Spa Etiquette

We ask all guests to be mindful of noise levels to ensure The Coach House Spa remains a calm and relaxing environment for everyone. Guests are kindly asked to refrain from jumping in the Hydrotherapy Pool.

Swimwear must be worn in all public areas, including the Hydrotherapy Pool and Sauna Facilities.

Any behaviour that disrupts the experience of the other guests, or is deemed inappropriate, may result in treatments and/or access being reduced or terminated, with no refund offered.

Payment Terms

All reservations require a 25% deposit at the time of booking. We accept payment by most major credit and debit cards (please note, we do not accept American Express).

If you wish to pay using a gift voucher, please provide the voucher number at the time of booking and present the voucher on arrival. If the voucher is not presented on the day of your visit, an alternative method of payment will be required.

Cancellations

We understand that plans can sometimes change, and we'll always do our best to help where we can.

- **Cancellation by You (Individual Bookings)**

If you need to cancel or reschedule your booking, please let us know at least 48 hours before your scheduled treatment. With this notice, you may move your booking(s) to another date within four weeks of your original appointment or receive a full refund.

Cancellations made within 48 hours will result in the loss of deposit.

○ **Group Booking Cancellations (3+ Treatments)**

For group bookings we kindly ask for 72 hours' notice. With this notice, bookings may be rescheduled to another date within four weeks of the original appointment or receive a full weekend.

Cancellations made within 72 hours will result in the loss of deposit.

○ **Cancellations by Us**

On rare occasions, we may need to amend or cancel a booking. If this happens, we will contact you as soon as possible and offer a suitable alternative of equal or higher standard, or a refund where appropriate.

We cannot be held responsible for changes or cancellations resulting from circumstances beyond our control, or from failure to comply with these Terms & Conditions. We cannot be held liable for any expenses, costs or losses incurred as a result of any change or cancellation.

To cancel a booking, please email coachhousespa@kinrosshouse.com.

Personal Electrical Equipment

Should you wish to utilise your own electrical equipment whilst at The Coach House Spa these should be:

- Electronically safe, of sound design and not adapted from original purpose
- Show no signs of adaptations, overheating or poor maintenance
- Carry an ASTA/BEAB kite mark or an equivalent European safety conformity marking
- Used in accordance with manufacturer's instructions and used at the user's own risk

Please note that you will be liable for any damage to the property or contents caused by your own electrical equipment.

Lost Property

The Coach House Spa is not responsible for lost, stolen, damaged or forgotten items. Any items found by the team will be held for a maximum period of three months.

Prices

All prices are correct at the time of publication but are subject to change due to product availability and pricing adjustments.



Privacy

The Coach House Spa is committed to protecting your privacy and personal data. All personal information is handled in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR).

For further details on how your data is collected, used and stored, please refer to our Privacy Policy.

Complaints

If anything falls short during your visit, please speak with the Spa Manager at the time so we can address the matter as promptly as possible.

If the issue cannot be resolved on the day, we ask that complaints are submitted in writing to:

**The Coach House Spa
Kinross House Estate
Kinross
Scotland
KY13 8ES**

or by email to coachhousespa@kinrosshouse.com.