



aquarias spa

Indulged at Whatley

memberships

You time to relax and unwind

Spa Membership Benefits

- Full use of the spa facilities
- Provision of a robe and towel on each visit
- 6 complimentary guest passes
- 15% discount on all treatments Monday to Friday
- 10% discount on retail products
- Complimentary Yoga & Pilates classes
- 10% discount on food and beverage hotelwide
- 10% discount on best available room rate (Wednesdays, Thursdays, and Sundays)
- Exclusive members offer on events
- A complimentary bottle of Gusbourne English Sparkling Wine when using Greys Restaurant for a party of 4 or more, on your birthday

Off Peak Single Membership

- Monday to Friday 8am - 8pm
- £2,052 (£171 per month)
- 5% discount on annual payments
= £1949.40
- A one-off joining fee of £350

Full Single Membership

- 7 days a week 8am - 8pm
- £2,490 (£207.50 per month)
- 5% discount on annual payments
= £2365.50
- A one-off joining fee of £500

application form

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MEMBER NAME:

POSTCODE:

HOME ADDRESS:

HOME TELEPHONE NUMBER:

MOBILE TELEPHONE NUMBER:

EMAIL ADDRESS:

DATE OF BIRTH:

Payments TO BE COMPLETED AT AQUARIAS SPA

MEMBERSHIP START DATE: / /

Membership Type TO BE COMPLETED AT AQUARIAS SPA

FULL INDIVIDUAL (Please select your favoured payment option)

PRO-RATA TO 14TH OF MONTH (payable today)

MONTHLY DIRECT DEBIT

£ /MONTH

ANNUAL PAYMENT

£ /YEAR

OFF PEAK INDIVIDUAL (Please select your favoured payment option)

MONTHLY DIRECT DEBIT

£ /MONTH

ANNUAL PAYMENT

£ /YEAR

JOINING FEE (PAYABLE TODAY)

£

TO BE COMPLETED AT AQUARIAS SPA:

£ if paying monthly **TOTAL: £**
Pro-rata to 14th of month (payable today)

PAYMENT METHOD:

CREDIT CARD

DEBIT CARD

CASH

Application declaration

I warrant that the above information is correct and hereby apply to be considered for membership at the Aquarias Spa, Whatley Manor Hotel & Spa. I have read and understood the terms and conditions of the Aquarias Spa membership and agree to abide by them.

NAME

SIGNED

DATE

Please fill in the whole form using a ball point pen and send it to:

Whatley Manor Hotel & Spa Ltd
Easton Grey
Malmesbury
Wiltshire
SN16 0RB
T: 01666 827073

Name(s) of Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

Name and full postal address of your Bank or Building Society

To: The Manager

Bank/building society

Address

Postcode

Instruction to your Bank or Building Society to pay by Direct Debit

Service User Number

4 4 0 6 3 9

Reference

W H A T M

Instruction to your Bank or Building Society

Please pay Eazy Collect Re Whatley Manor from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Eazy Collect Re Whatley Manor and, if so, details will be passed electronically to my Bank or Building Society.

Signature(s)

Date

Customer Name

Email

Telephone

Customer Address

Postcode

TO BE COMPLETED AT AQUARIAS SPA:

First Direct Debit Amount

£

Subsequent Direct Debit Amount

£

Frequency

MONTHLY

Total No. of Payments (if applicable)

Payment Date (Tick box to accept)

15th of the month

DD Start Date MM/YY: (Must be at least 14 days from today)

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

DDI 2 5/15

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



- This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Eazy Collect Re Whatley Manor will notify you 10 days in advance of your account being debited or as otherwise agreed. If you request Eazy Collect Re Whatley Manor to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by either Eazy Collect Re Whatley Manor or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid from your Bank or Building Society.
- If you receive a refund you are not entitled to, you must pay it back when Eazy Collect Re Whatley Manor asks you to.
- You can cancel your Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.

terms & conditions of membership

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Membership Fees and Duration

Each person wishing to become a member of Aquarias Spa shall complete an application form, a health questionnaire (PAR-Q), and pay the joining fee in force, together with the appropriate annual or monthly fee before membership is confirmed.

Should a member cancel their membership and then wish to re-instate this, they will be liable to pay another joining fee. On this basis continuation of membership to the following year with no lapse is required to ensure continuity of membership without additional costs.

Aquarias Spa is open to members, day spa guests and hotel residents at Whatley Manor. Any other persons at our discretion.

We reserve the right with our absolute discretion to decline any application for membership without giving reason for doing so and in such case, any joining fee and subscriptions paid in advance will be refunded.

Membership is not transferable.

A membership shall continue in force for an indefinite period provided that a member may terminate his or her membership at the anniversary date, giving us no less than 3 full calendar months written notice. Aquarias Spa may terminate the membership without liability to the member at any time and for any reason including giving you less than 3 months' notice.

In exceptional circumstances a member may request of Aquarias Spa to freeze their membership, for up to a maximum of 3 months in any given membership year. This will only apply from 15th of a given month. Circumstances when Aquarias Spa will agree to freeze membership will be limited to: health restrictions, such as on the advice of a doctor, or following an accident or severe injury which limits ability to participate, or where a member is required to work permanently away from the area. A request to freeze must be made in writing, with supporting documentation, and agreement will be given in writing at the sole discretion of the Spa management, for a period no longer than 90 days. It is not a given that a request will be granted. Only one period of freeze will be permitted per annual membership period, and not within 6 months of any previous agreed freeze. When the member returns to the Spa a part- or full-month payment will immediately be due (when paying monthly).

We will endeavour to keep Aquarias Spa facilities operating during our opening hours as published. From time to time the Spa or certain facilities within the Spa may be shut due to cleaning, repairs, decorating or necessary maintenance for reasons beyond our control. Whilst we endeavour to minimise any disruption and give due warning in advance, we have no liability to members in doing so. Each winter the Spa is closed for a 2-week refurbishment, where essential servicing, decorating and repairs are undertaken. Your membership fee reflects this closure.

From time-to-time Whatley Manor Hotel will be booked for 'Exclusive Use' events, including the Spa. These are infrequent, and members will be advised in advance if this includes the Spa. No refund of fees will be given for these ad-hoc closures.

Members Guests

We would be delighted to welcome guests of our members to Aquarias Spa. Members will receive an amount of guest passes each year. The number of guest passes may change from year to year, at the sole discretion of the

Spa. The current number can be found on the Spa website as part of the membership offer. Additional guest passes can be purchased from Spa Reception at an extra cost.

Guests will be refused entry should they not present a valid guest pass, and all guests must be always accompanied by a member. Should a member wish to bring a guest, they must inform Spa reception prior to arrival to ensure capacity is acceptable and avoid overcrowding. A maximum of 2 guests will be permitted at any one visit. Guest passes are only valid for the 12 months of membership and cannot be used past the 12 month anniversary. Should a membership terminate early, for any reason, guest passes, and any other benefits, become immediately null and void.

Prices at Aquarias Spa

Aquarias Spa reserves the right to amend prices and subscriptions. Membership prices and options will be reviewed on an annual basis. The Spa reserves the right to increase any fees mid-term as a result of government statutory increases, such as a change to VAT.

Member Benefits

We offer a package of benefits to members, including discounts on treatments, spa retail products and a range of food and beverage discounts and incentives. Aquarias Spa reserve the sole right to change, amend or substitute any or all benefits from time to time. Benefits at the time of joining or renewal will be advertised on the Spa website, part of the Whatley Manor Hotel website.

Behaviour of Members

We reserve the right to refuse and/or cancel membership forthwith if any members in our opinion cause a nuisance to other members or guests or employees of Aquarias Spa. We operate a zero-tolerance policy towards inappropriate behaviour of any type whatsoever. Members are responsible for the behaviour of any guests they bring to Aquarias Spa.

Liability

Aquarias Spa will not accept any liability for any accident or injury (including fatality) to any member or guest that may occur on the premises or within the grounds of Whatley Manor or other than liability which may arise from the negligence of Whatley Manor or its staff. All accidents must be reported immediately to a member of staff.

Rules regarding children

Children under the age of 16 years are not permitted in the spa. Anyone aged between the ages of 16 and 18 must be accompanied by an adult over the age of 18. Memberships are not available to anyone under the age of 18.

Personal Details

Members must agree to keep the membership coordinator up to date with any changes in their personal details such as email address, home address, contact telephone number and payment details where required. Aquarias Spa communicates all information by email and telephone.

Physical Condition

In applying for membership, the member will be required to complete a health questionnaire confirming they are in good physical health. Where the member intends to use the gym, the member will also be required to confirm he/she is capable of all forms of exercise and that such exercise would not be detrimental to his/her health. It is the members sole responsibility to bring to the attention of Aquarias Spa any existing or new medical condition that may present a risk to him/her when engaging in a particular activity.

Subscriptions, Joining Fee, and Direct Debit

In applying for membership, the member understands that joining fees and annual subscriptions are non-refundable. Members paying on a direct debit basis commit to a minimum of a 12-month contract at the start of the membership and on any subsequent renewals after 12 months. It is the responsibility of the members to ensure direct debit payments are met on the 15th of every month, and that correct payment details held by Aquarias Spa remain up to date. Failure to do so will require payment in full for any missed months to be made in the Spa and this may incur an administration charge. 2 consecutive months payments missed will result in instant termination of membership.

Monthly subscriptions run from 15th of a month to 14th of the following month. A part payment up to and including 14th of the month will be taken by card for the initial month, or part-month. Subsequent payments will be taken by Direct Debit.

Joint Memberships

We do not offer joint memberships. Each membership is for an individual member only. We do offer peak, and off-peak, options.

Health and Safety

As Aquarias Spa is a health facility no smoking is permitted within the building. Members may not bring their own food or drink to consume at Aquarias Spa. Members who are or who appear to be under the influence of alcohol or drugs will not be permitted to access Aquarias Spa.

Any member testing positive for coronavirus, or any such similar virus, disease, or illness, must not attend the spa until such time as they present a negative test result.

Appropriate footwear must be worn at all times. Non-slip flip flops are provided for use in wet areas and changing rooms. These should not be worn in the gym, where closed-toe shoes, preferably trainers should be worn.

Treatment Bookings

It is advisable to book all treatments in advance to avoid disappointment.

Cancellation of Treatments

Cancellation for any treatments must be made 48 hours in advance prior to appointment time. Should suitable notice not be given 100% of the treatment price will be taken. Members who repeatedly cancel treatment bookings may be required to only book on the day of appointment. A member will be advised in writing in such circumstances.

I confirm that I have read and understood the above terms and conditions for Membership of Aquarias Spa and agree to abide by said Terms & Conditions for the duration of my membership.

NAME

SIGNED

DATE