

TREATMENT MEMBERSHIP TERMS & CONDITIONS



These Terms and Conditions govern the membership offered by MANA SPA to individual clients (“Members”). By enrolling in the membership programme, you (“the Member”) agree to the following terms.

1. Membership Term

- The membership has a contract length of ONE MONTH.
- After the initial term, it will automatically continue on a rolling monthly basis unless cancelled.
- Membership commences from the date of sign up.
- Mana Spa reserve the right to terminate membership without notice.

2. Cancellation Policy

- Members may not cancel during the first ONE MONTH. ONE MONTH notice for cancellation is required.
- After this period, you may cancel at any time through the same method used to enrol (e.g., online, in-salon, or by phone).
- The cancellation process will be as simple as the sign-up process, without unnecessary steps.
- No refunds will be issued for payments already made.

3. Cooling-Off Period

- If you sign up online or outside the salon premises, you have the right to cancel within 14 days of sign-up for a full refund, provided you have not used any membership services during that period.
- To exercise this right, contact MANA SPA in writing within the 14-day period.

4. Payment

- Membership fees are charged automatically on a MONTHLY basis to the payment method on file.
- You agree to keep your payment details up to date.
- If a payment fails, your membership benefits may be suspended until resolved.
- Membership shall be restricted to persons over the age of 18 years, MANA SPA shall reserve the right to require proof of age.

5. Rollover Policy

- Expired or unused services cannot be exchanged for cash or transferred to another person.

6. Booking and Appointments

- All bookings are subject to availability.
- Members are expected to give at least 48 hours’ notice to cancel or reschedule an appointment.
- Missed appointments or late cancellations may result in forfeited services or £10 missed appointment fee.
- Mana Spa have the right to refuse or adapt treatments where required.
- Mana Spa must be informed of medical conditions prior to treatment

7. Freezing or Holding Membership

- Members may request to pause (freeze) their membership for a minimum of ONE month and a maximum of THREE months per year.
- Freeze requests must be made in writing with sufficient notice.
- Membership benefits cannot be used while the account is frozen.

8. Changes to Terms or Pricing

- MANA SPA may update membership terms or pricing with at least 30 DAYS notice.
- If you do not agree to the new terms, you may cancel your membership before the changes take effect.

9. General

- Memberships are non-transferable and for individual use only.
- By joining, you accept these terms and agree to comply with all salon policies.
- Nothing in these terms affects your statutory rights under consumer law.
- These terms are governed by applicable local laws in your region.