



Terms & conditions

Before coming to our float centre you must accept the following terms and conditions and if you have any questions please contact us for clarification.

By booking an appointment via our website or by phone you acknowledge and accept these terms and conditions.

Safety and personal well-being

If you have a health condition, and are in any doubt about whether you can float safely, please consult your doctor before booking an appointment.

You will **not** be able to float if you:

- have any open wounds, sores or rashes
- are under the influence of drugs or alcohol
- have a fever
- have any contagious disease/illness
- suffer from incontinence
- are currently receiving chemotherapy
- have low blood pressure
- are fitted with a pacemaker
- have an uncontrolled heart condition
- have an uncontrolled kidney disease
- have epilepsy
- have schizophrenia
- are in the first trimester of pregnancy
- are allergic to Epsom salt (magnesium sulphate) or hydrogen peroxide
- have any form of ear infection

- have recently had a tattoo or piercing (within the last 3 weeks)

Furthermore, should you develop any of the aforementioned health conditions in the future, you acknowledge that you will no longer be allowed to float without consent from your medical professional.

You must be capable of independently moving around the float centre safely. Getting in and out of the float pod is similar to getting in and out of a bath. You must be able to do this unaided, or be accompanied by someone who is qualified and insured to help you with this.

Do **not** attend Washbourne House Float Centre if you have Covid-19, if you are showing any symptoms of Covid-19, or if you suspect that you might have been in contact with someone showing any of the following symptoms within the last 14 days:

- Continuous dry cough
- Fever / high temperature
- Loss of, or change in normal sense of taste or smell

Please note that if you work on the frontline and could have come into contact with the infection we request that you change your clothes and shower before attending our float centre.

As per current government guidelines anyone attending Washbourne House Float Centre will be required to wear a facemask. Once you have locked the door to the float tank room you will then be able to remove your facemask.

Upon entering the centre you must adhere to the following to help minimise the spread of Covid-19:

- use the hand sanitiser provided in our reception area
- maintain 1-2 metre social distance between others at Washbourne House Therapy Centre
- wear a facemask in all public areas

Should you develop symptoms in the days following your appointment you must inform us by telephone.

By agreeing to these terms and conditions you acknowledge that Washbourne House Float Centre are taking all necessary steps to help prevent the spread of Covid-19 and that you are coming to the centre at your own risk.

Floating Induction

Due to Covid-19 we are unable to go through the Floatation Induction in the room with you. Therefore, we have recorded an induction video for you. Please watch prior to your session.

A member of staff will be on hand should you have any questions about your session.

Prior to arrival you will have:

- Completed the online intake form
- Completed the online Covid-19 waiver form

Time is limited and failure to have completed this information will shorten your float session.

Whilst at Washbourne House Float Centre you agree to the following:

- you will show respect to all members of staff, the facilities and any other customers on the premises
- that if it is deemed by staff that your behaviour is inappropriate you may be asked to leave, in which case you will comply, and you will not be eligible for any refund
- you will shower and wash your hair thoroughly before you float. You must **not** use the conditioner before you float
- that you will **not** add anything to the float water solution (perfume, essential oil, bath salts, chemicals) and that you will remove all make-up
- you will remove all jewellery that can easily be taken off before you float
- you will be responsible for any damage caused to the float tank including any scratches to the surfaces caused by coloured nail varnish
- that you will not float if you have recently had your hair dyed. As a general rule, we recommend waiting at least 10 days, or 30 days for dyed shades of red.
- if you contaminate the water in the float tank you agree to pay up to \$1,200 towards the cost of making good the tank and solution and offsetting any lost income.
- you are responsible for all your personal belongings.

Conditions of booking

1. Full payment is due at the time of booking
2. Should you need to cancel an appointment we request that you do so no less than 48 hours prior to your appointment time by calling 01793 496547. If you give less than 48 hours' notice and fail to attend your appointment, you are not entitled to any refund. If you booked the float using a float credit you have on account, then that credit will be spent.
3. Should you arrive late for your appointment we cannot guarantee that you will be able to have a full 1-hour float. If you are very late, you may not be able to float at all.
4. You must not come to float if you develop Covid-19 symptoms after booking but prior to your appointment. You must inform us by phone as soon as you develop symptoms, with as much notice as possible, so that we can reschedule your appointment.
5. All booked appointments are non-refundable. If you cancel your appointment you will receive a credit in the form of a unique code with an expiry date of a minimum of 3 months in the future. You can use this code to rebook a new appointment.

Age Restrictions

- The minimum age to enjoy a floatation session at Washbourne House Float Centre is 16 years old

Gift Vouchers

- Gift vouchers are purchased via RoboVoucher
- Gift vouchers are valid for 9 months after the purchase date (whichever is the later date)
- Gift vouchers are sent by email following purchase online
- Gift vouchers must be presented on arrival before your float. You can either present a paper copy or if this is not available, provide reception with the individual voucher number which can be found in the email that would have been sent by the purchaser
- Gift vouchers cannot be used in conjunction with any special offers

Consent

The minimum age to float at Washbourne House Float Centre is 16. We may require you to produce photo ID as proof of age.

You will need to provide the following personal information:

- First name
- Last name
- Email address
- Phone number
- Date of birth
- A declaration that you do not have any of the health conditions listed above

You consent to us storing this information in accordance with our privacy policy.

Privacy

Your information will be used for the following:

- to manage your booking
- to ensure that there are no health conditions that prevent you from floating
- to send you newsletters and offers only if you have opted in on the waiver form

Your personal details will not be shared with any 3rd parties by Washbourne House Float Centre and that these details are stored on our database which is password protected and encrypted.

We use Stripe to process our payments. They store and process information about you on our behalf including your credit and debit card information. They conform to all relevant data security legislation, including the PCI standards.

Prices and Special Offers

- We aim to ensure all prices and website content are current at all times
- Special offers may change without prior notice so if you want to be sure of securing the special offer price, ensure that it is live on the website when you make your booking

Pricing/packages

We currently offer the following float options:

- A 1-hour float is £50 - this includes use of our state-of-the-art float tank for a 1-hour session with complimentary toiletries, towel and earplugs provided. Also includes a post float beverage in our relaxation room.
- A 2-hour float package is £85 - this includes use of our state-of-the-art float tank for 2 x 1-hour sessions with complimentary toiletries, towel and earplugs provided. Also includes a post float beverage in our relaxation room.
- A 3-hour float package is £120 - this includes use of our state-of-the-art float tank for 3 x 1-hour sessions with complimentary toiletries, towel and earplugs provided. Also includes a post float beverage in our relaxation room.

If you are interested in purchasing a float package please go to the gift voucher page on our website and follow the instructions.

Referral programme

We currently offer a referral scheme to our loyal customers. For every 5 new floaters you refer to us, you will earn a free float. Please ask your friends to add your name in the "how did you hear about us" box on their waiver form when they attend for their first float so that you can get your reward. This can only include someone that has never previously floated at Washbourne House Float Centre.

Complaints

- While we try to ensure the customer experience is flawless at Washbourne House Float Centre should you have any complaints, please mention it at reception on the day or drop us an email.
- We will endeavour to respond to your email within 24 hours and work the issue through to a satisfactory conclusion.