



Terms And Conditions

Bookings

Advance booking prior to your arrival is recommended to guarantee your preferred date and time of treatment. Book online via our website www.strathburnhotel.com or call (01467) 624771

Arrivals

Please check in at reception prior to your appointment. Arriving late may require us to shorten the length of your treatment to accommodate other guests fairly – with full charges applied.

Cancellation Policy

A 24-hour cancellation notice is required when cancelling or re-scheduling appointments. Any cancellation with less than 12 hours notice will incur a 50% cancellation fee. Full charges will be imposed for a no-show. This policy also applies to gift voucher holders.

Special Consideration

Guests who have high blood pressure, heart conditions, are pregnant or have any other medical conditions are advised to check with their doctors before booking for any treatments. Kindly inform our therapist of any existing medical conditions.

Smoking and Alcohol

Smoking and the consumption of alcohol within Room twentyone is not permitted.

Valuables

The Management and Staff accept no responsibility for the loss or damage of any valuables or personal items brought into the premises.

Disclaimer

The spa treatments received at Strathburn Hotel, Room twentyone are intended for general use only and are not intended to be a substitute for professional medical treatment for any condition, medical or otherwise, that guests or clients may have. Clients will fully indemnify Strathburn Hotel, Room twentyone Spa, representatives, agents, staff and suppliers from and against all liabilities, claims, expenses, damages and losses, including legal fees, arising out of or in connection with the Spa treatments, services and facilities.