

TERMS & CONDITIONS

Reservations and Cancellations:

Chanoyu Spa is a boutique day spa and operates exclusively upon appointments. When a booking is made, the entire duration and a dedicated therapist will be exclusively reserved for you. Therefore, we follow a strict Reservations and Cancellations policy.

A Chanoyu Spa gift voucher or valid credit card is required at the time of booking to secure all reservations. Please note we require 24 hours notice to change, cancel or reschedule all appointments. Where treatments are changed, rescheduled or cancelled with less than 24 hours prior to the scheduled appointment time, 50% of the treatment cost will be applied to the gift voucher or valid credit card used to secure the booking.

For group bookings, a 50% deposit of the total cost is required at the time the booking is made, an invoice will be sent to you via email for your record. If you do need to reschedule or cancel your appointments, please advise us as soon as you can. The cancellation policy is applied to all bookings.

Reservations

To avoid disappointment, we recommend advance reservations to secure your preferred date and time. Couple and group bookings are subject to availability. You will receive a confirmation (via SMS) 48 hours prior to your scheduled appointment time to ensure you can confirm or cancel your appointments with ease.

Reservations can be made instantly via our online booking system from our website. <http://chanoyuspa.com.au/>All availability found from our calendar is live time. However, for last minute bookings it is subject to our therapist's availability. We might need to contact you for alternative arrangements.

Gift Cards & E-Vouchers:

We accept Best Spa Gift Cards, Spa & Wellness Gift Cards. If your gift card has expired, please contact directly the card's provider customer support.

Chanoyu Gift Vouchers and E-vouchers are non-refundable and are not redeemable for cash, however can be redeemed for products and is transferrable to another name holder. Treatment can be exchanged for any treatment of the same value, or you can upgraded by paying extra. Where the cost of the purchase exceeds the available voucher balance, the voucher holder will be required to pay the difference.

E-Vouchers are emailed and not shipped. If you do not know your recipients' email address, please enter your email address to have the voucher emailed to you.

All physical vouchers cost \$10 shipping fee and will be sent directly to the specified address. Vouchers must present it on the day of your appointment. Payment is required if voucher is not present and will be refunded once the voucher has been brought into Chanoyu. Any remaining credit will be expired after the expiry date.

Loyalty Rewards

Chanoyu Loyalty reward cards must be present and use at a specified time. These are not able to be used in conjunction with any other offer. If the card is lost a new card will be replaced.

Promotions Vouchers

Chanoyu promotional vouchers are only valid on full priced treatments. There is no additional discount on promotional treatments. These vouchers cannot be used on a Sunday booking.

Reserved Rights

Chanoyu reserves the right to change and alter these conditions at any time where the change is required for any reason without any notification.

Promotions

Promotions are not able to be used in together. Any promotions or special offers are strictly follow the terms and conditions of the offer. Payment acknowledges acceptance of these terms.

Membership

Our current membership is a pre-payment transaction that allows you to enjoy multiple services on a regular basis with member's benefits including special offers, discounts and free gifts.

Membership is valid for 12 months from date of purchase. The full value of the membership must be fully redeemed before expiry of membership. Any unused balance will not be refunded or credited when your membership expires.

Chanoyu reserves all right to change our terms and conditions, policies, and pricing at any time. You agree to follow our terms and conditions. We reserve all right to update or discontinue any treatment for any reason.

Members discounts cannot be used in conjunction with any other offer, gift voucher or rewards program.

Chanoyu membership are not redeemable for cash.

Membership can be shared with friend or family member.

At any point during the 12 months period if you do not wish to continue to be a member please let us know in writing 30 days in advance with an adequate reason, the remaining balance will be refunded minus costs.

Series Cards

Series cards are a pre-payment transaction on a single service available for use by 1 client. Series cards will be valid for use for 6month period from the date of issue (or as otherwise extended by us) after such time it will be invalid. You should use all of the Remaining services before the expiry date, after the expiry date unused value will become the property of Chanoyu. Series cards cannot be substituted, exchanged, or refunded once purchased. All sales are final. Payment acknowledges acceptance of these terms.

Refunds

We do not provide refunds on retail products or gift vouchers. Products can be exchanged for a replacement product or salon credit when accompanied by a receipt within 14 days of purchase.

Chanoyu Promise

At Chanoyu we provide an intimate environment where our guests can relax and restore their sense of wellbeing. Our mission is to help people to truly relax and take better care of themselves. Our services are inspired by the art of the Japanese tea ceremony ritual which involves being mindful, welcoming and respectful. These values have been carried into our practice at Chanoyu where we honour our guests with our full attention each and every time they visit.

Rates

All rates and services may be subject to change without notice. All pricing are GST inclusive.

Orders & Shipping

We offer free standard shipping on all orders over AUD\$150+ within Australia. Shipping will be charged at AUD\$12 for standard post or AUD\$15 for Express Post where the order total is less than AUD\$150. All other countries shipping will be calculated based on the weight of the order and the type of service.

Returns & Exchange

It is assumed that order received on our website are from those who have already experienced the product, either as a repeat purchase or as a recommendation. Should you make an error when ordering, we will gladly exchange your item for the item you intended to purchase. The returned product must be unopened and in its original saleable condition. Shipping and additional postage charges are your responsibility. The product may be returned to Chanoyu either by Australia Post or to the Spa within 14 days of purchase. If returning items by post, please ensure that items are packed securely to prevent any damage. A damaged product won't be accepted.

Privacy

We understand your personal information is confidential. We collect information for a number of reasons including:

To deliver products to you.

To complete other transactions with you or on your behalf.

To better understand your requirements and preferences.

To improve our service.

To provide offers that are of greater interest or benefit to you.

We will often need to pass your personal details – such as your name, address, email address and phone number – to companies who perform part of our service delivery, however always seek your permission to do so. This includes organisations such as major delivery companies, outsourced call centres, and third party fulfilment contractors.