

Terms & Conditions

The Healing Stone Paddington Day Spa

The Healing Stone Emporium Hotel Day Spa

Service/Treatment Fees

Service/Treatment fees vary according to the service provided. Prices of services/treatments may change from time to time. Service/Treatment prices vary by spa location and being location specific are not interchangeable.

Age and Gender Restrictions

All spa users must be 18 years of age or older.

The Healing Stone Paddington Spa is a women's only day spa.

The Healing Stone Emporium Hotel Spa is a unisex spa open to both men and women.

Health Considerations

Guests must advise therapists of any health conditions that may influence their treatment, such as heart conditions, high blood pressure, allergies, or pregnancy. If you are in doubt, please consult your doctor prior to your visit. Some treatments cannot be performed during the first trimester of pregnancy. Spa guests are reminded of their obligations under the law to bring to the attention of management any medical condition which may present a public health risk.

Booking and Cancellation Policy

We understand that plans change and the need to cancel or reschedule a service may be unavoidable, however in fairness to our other guests and to the contractors who provide our services, we request a minimum 24 hours' notice of reschedule or cancellation. If for any reason 24 hours' notice of cancellation is not received we reserve the right to charge your credit card with full or partial treatment fees to the provided credit card. Cancellation fees are necessary when it is not possible to fill the vacancy caused by the cancellation.

Deposits are required for group bookings.

Refund Policy

Refunds will be actioned on a case-by-case basis depending on the request and as required under Australian Consumer Law.

Spa Etiquette

The Healing Stone Spa is a place to relax and enjoy, however it is a shared facility and we therefore ask all our guests to consider the privacy and quiet of other spa guests. The use of mobile phones, tablets, computers or audio devices is not permitted in the spa. We request that phones and tablets be set to silent mode or turned off and left in lockers for the duration of your stay.

The use of tobacco, alcohol, illegal drugs and lewd behaviour in the spa is prohibited. Intoxicated individuals will not be permitted entry. We reserve the right to refuse service to anyone deemed to be abusive, aggressive, or for behaving in any way that may put our staff, guests or property at risk. In the event this happens, the booking may be terminated at any point before or after the booking time without refund.

Use and Treatment of Spa Facilities

The Healing Stone spa is a shared facility for the benefit of all our customers. We sincerely request that you treat the facilities with the same care you would treat your own property. We reserve the right

to charge in full the cost of restoration or replacement of any of the spa facilities, equipment or wear in the event of wilful damage or misappropriation.

Check in

First time users of the spa are requested to arrive 15 minutes prior to their appointment. An intake form will be provided to ascertain any health problems you may have so we may tailor our services accordingly.

Late arrival may mean we have to reduce your treatment time. If you are running late please try to give us as much notice as possible. If it is possible we will adjust your schedule accordingly.

Gift Vouchers

Healing Stone gift vouchers, unless otherwise specified, are spa specific. That is a voucher purchased for the Paddington spa can only be used at the Paddington spa. Likewise, a voucher purchased at the Emporium spa can only be redeemed at the Emporium spa.

All Healing Stone vouchers are valid for one year from date of purchase. If purchased for a seasonal special, the special pricing will only apply while the special is active. Once the special has ended, the voucher holder may still redeem their voucher for any other service to the equivalent value of the voucher within one year from date of purchase.

Vouchers, unless otherwise specified, are single user, single use certificates and cannot be exchange in part or in whole for cash.

Please ensure you give yourself plenty of time to book your service.

Parking

For the Paddington spa there is no off-street parking. There is usually on-street parking available on Terrace Street or in the local area.

For the Emporium Hotel spa, we can offer our guests reduced rate valet parking in the Emporium Hotel. This is only valid for the duration of your visit to The Healing Stone.

Photography

No photography, audio or visual recording is permitted on the premises without the prior written consent of Management.

Valuables

Management accepts no responsibility for the loss of money or valuables brought onto the premises. Whilst lockers are provided we recommend leaving all valuables at home.

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