

Our Cancellation Policy

We understand that on occasions you may need to cancel treatments and/or spa packages. As a courtesy to our other guests and our therapists, we have the following cancellation terms:

Individual Treatments:

Please provide us with a minimum of 24 hrs notice if you need to cancel or rearrange your appointment. Appointments cancelled or changed within 24 hrs may incur a 50% charge, and non arrival without notice may incur 100% charge. The credit card used to secure your booking may be charged if you fail to cancel with less than 24 hours notice.

Mud Rasul Treatment Rituals, Promotional Offers and Special Events:

Please provide us with a minimum of 72 hrs notice if you wish to cancel or rearrange a booking. Bookings cancelled or changed within 72 hrs may incur a 50% charge and non arrival without notice may incur 100% charge.

Full / Half Day Spa Experiences:

Please provide us with a minimum of 14 days notice if you need to rearrange your full/half day spa experience. Bookings rearranged between 14 and 7 days of arrival date may incur a 50% charge and less than 7 days may incur 100% charge.

We ask that if you are not prepared to follow our policy then please only book a last minute reservation when you are certain you are able to attend. (Last minute reservations are possible and we will do our best to accommodate, but are not always guaranteed).

Please ensure you read and understand our terms and conditions before booking. This constitutes a contract between Cascades Spa and all customers booked as part of an individual reservation or spa package.

Our Refund Policy

We can only accept returns for faulty goods, in accordance with customer's statutory rights but unfortunately not for unwanted items.

Please note that gift vouchers are non refundable and cannot be exchanged for cash.

We offer a free consultation service over the phone or at our spa with an experienced skin care specialist, this consultation will ensure you are buying the correct products for your skin type.

Where possible we will endeavour to offer an exchange or refund on products (excludes gift vouchers) within 7 days of purchase, providing the item is unopened and in its original packaging, the cost of postage and the safe return of the item must be the responsibility of the purchaser.

If you have a problem with your product, please contact our Spa customer service team on 01539 531133 or via email spa@whitewater-hotel.com.

We regret that we cannot be held responsible for anything lost in transit. We recommend sending by recorded delivery.

Once we have received your item you will receive a confirmation email. A refund will then be issued against your original method within 5 working days excluding any delivery costs.