

Direct Debit FAQ's

When can I get my first treatment?

You can enjoy your first treatment as soon as the first payment has been cleared from your account. We do first payments on the 1st of the month and usually they takes 3-4 business days to clear. We recommend booking in for your first treatment in the second week of the month.

How often can I get a treatment?

You can get one treatment every calendar month. If you are signed up to two different treatments, you can get one of each every calendar month. For example if you are signed up for a massage and a facial, you are entitled to a massage and a facial every calendar month.

How often are payments taken?

Payments are deducted fortnightly on our set fortnightly schedule. There are a total of 26 payments deducted over the 12 month period. We can provide details of our fortnightly schedule at your request.

Can I give my treatments to a friend?

We would love to look after your friend but our direct debit agreements are not transferable to a different client or for cash or products.

Can I swap my treatment for something else?

You can't swap but you can upgrade. For example if you are booked in for a 60 min facial, you can upgrade to a 75 min facial and pay the difference between our menu prices.

I want to upgrade my treatment - can I do that?

Yes you can. Please give us as much notice as possible so we can ensure we have enough time allocated for your upgraded treatment.

What happens if I go away on holidays?

We love holidays! Lucky you. Please notify us in writing at least 30 days prior to going away (or if you need a break for whatever reason) and we can suspend your account for up to 2 full calendar months.

What happens if I can't make my appointment?

If you are unable to make your appointment, please notify us at least 24 hours prior to your appointment time and we will reschedule it for you. Unfortunately, if it is within a 24 hour period, you will lose that treatment for the month (at the discretion of management).

What happens at the end of the 12 months?

We hope you would like to continue your package and you can if you like. If you don't wish to continue, your direct debits will automatically cease after 26 payments have been processed as agreed in the contract.

What happens if I want to stop before 12 months?

This Direct Debit Agreement is for a total of 12 months. If you wish you cease the agreement before the 12 month contract has ended you must notify us in writing and arrange to pay all outstanding contractual obligations.

