

Terms and Conditions

These are the terms and conditions ("Consumer Terms and Conditions") which govern your use of the web site needed to secure your ESPA Life at Corinthia appointment. By reading and accepting these Consumer Terms and Conditions, you will be automatically transferred to the Web Site and will be bound by these Consumer Terms and Conditions.

We, ESPA Life at Corinthia reserve the right to vary these Consumer Terms and Conditions from time to time. It is your responsibility to regularly review these Consumer Terms and Conditions before each purchase to keep up to date with any changes to them.

1. Definitions

“Appointment” – any treatment that has been booked using the website for a particular time and date.

“Booking” – is the process of securing an appointment for a particular time and date for a pre-determined treatment using the ESPA Life at Corinthia website booking interface.

“Guest” – the person who is going to attend and receive the treatment or experience.

“Buyer” – the person who provides their credit or debit card information to secure the appointment.

“Website” – espalifeatcorinthia.com website which is used to make the Booking.

“Amendments” – any changes to date and/or time of the Appointment as well as the treatment that the Appointment is for, done via any means of communication with ESPA Life at Corinthia.

“Cancellations” – removal of the Appointment from the ESPA Life at Corinthia booking system done via any means of communication by the Guest or the Buyer with ESPA Life at Corinthia and for any reason what so ever.

“No Shows” – when the Guest does not attend the appointment at the set time and date as stated on the confirmation email sent to the Buyer and/or Guest.

2. The Booking

2.1 The Website provides the ability to secure an Appointment for an available treatment at the time of the Booking using the online booking engine interface on espalifeatcorinthia.com.

2.2 In order to successfully complete the Booking you must accept these terms and conditions.

2.3 You must check that the details of the confirmation email are correct as soon as possible and you should print it out and keep a copy of it for your records.

2.4 The Buyer must provide their credit or debit card information in order to secure the Appointment

2.4 No payment shall be taken, unless the terms of the agreement are broken as per the Amendments, Cancellations and No Shows conditions.

2.5 You undertake that all details you provide to ESPA Life at Corinthia for the purpose of securing your Appointment at ESPA Life at Corinthia are correct, that the credit or debit card you are using is your own, or you have the authorisation of the credit or debit card holder to use the card to secure the Appointment, and that there are sufficient funds to cover the cost of the treatment and any other charges that may be associated with the Appointment.

2.6 In order to protect your details during the Booking process, the Web Site uses a software package known as Secured Sockets Layer (SSL), which is indicated by a padlock which will appear on the left hand side of the address bar in your web browser (where the URL is entered).

3. Amendments

3.1 Any Amendments to your Appointment must be done by contacting ESPA Life at Corinthia more than 24 hours in advance before your Appointment date, either by email (espalife.london@corinthia.com) or by phone (+44 (0)20 7321 3050).

3.2 Any Amendments to the Appointment within a 24 hour period of the Appointment's date will be subject to a 50% charge of the total cost of the Appointment. This charge will be applied to the Credit or Debit card provided at the Booking stage.

3.3 Any Amendments to the Appointment done outside the 24 hour period are not subject to any charges.

4. Cancellations

4.1 Any Cancellations to the Appointment must be done by contacting ESPA Life at Corinthia more than 24 hours before your Appointment date, either by email (espalife.london@corinthia.com) or by phone (+44 (0)20 7321 3050).

4.2 Any Cancellations of the Appointment within a 24 hour period of the Appointment's date will be subject to a 100% charge of the total cost of the Appointment. This charge will be applied to the Credit or Debit card provided at the Booking stage.

4.3 Any Cancellations of the Appointment outside the 24 hour period are not subject to any charges.

5. No Shows

5.1 Any No Shows will be subject to a 100% charge of the total cost of the Appointment. This charge will be applied to the Credit or Debit card provided at the Booking stage.

6. Complaints Procedure

6.1 Please remember that the terms and conditions apply to all Bookings and Appointments made through the website. All Appointments are subject to our policy on Amendments, Cancellations and No Shows as stated in these terms & conditions.

6.1 All specific arrangements regarding booking dates and times must be made directly with ESPA Life at Corinthia. It is recommended that you reconfirm any arrangements made with us a few days before the Appointment.

6.3 Nothing in the Consumer Terms and Conditions or any additional terms and conditions applicable to the Booking or the Appointment alter or affect your statutory rights.

7. Disclaimer

By accessing and using the Website, or any of the information on it, you acknowledge that, while reasonable endeavours have been used to ensure that all information contained on the Website is correct, accurate and up to date, we make no warranties, representations or undertakings that the material on the Website will be free from infections, viruses, worms, trojan horses and/or other codes that have contaminating or destructive properties. (It is your responsibility to take protective steps such as virus checking).

8. Governing Law and Jurisdiction

The Website and these Terms and Conditions are governed by the laws of England. You agree to submit to the exclusive jurisdiction of the English courts in all matters relating to such use of the Website and in relation to these Terms and Conditions. If any provision of these Consumer Terms and Conditions is found by a court of competent jurisdiction to be invalid you agree that the other provisions of these Consumer Terms and Conditions will remain in full force and effect in so far as possible. If you access the Website from outside the UK you are responsible for compliance with any local laws relating to such access.