

Terms and Conditions for Spa Services at Clarion Hotel Sundsvall

1. Introduction

These Terms and Conditions govern the provision of spa services provided by Clarion Hotel Sundsvall, located at Skepparegatan 9, 85234 Sundsvall, Sweden. By booking a service, you agree to be bound by these Terms, including our Privacy Policy.

2. Services

We offer various spa services, which include but are not limited to body treatments. Detailed descriptions and prices of these services are available on our website and at our spa reception.

3. Booking and Cancellation

- Bookings can be made online, over the phone, or in person.
- To secure a booking, you may be required to provide a deposit or credit card details.
- Cancellations must be made at least 24 hours before the scheduled appointment to avoid a cancellation fee.
- Late cancellations or no-shows will incur a fee of 100% of the service price.

4. Pricing and Payment

- Prices are listed in Swedish krona (SEK) and include all applicable taxes.
- Payment is due at the time of service. We accept credit, and debit cards.

5. Client Responsibilities

- Please inform us of any health conditions, allergies, or injuries that could affect your service when making your booking. We will ask for your consent to process such data.
- Minors (persons under the age of 18) must be accompanied by an adult.

6. Health and Safety

We adhere to strict hygiene and sanitation standards. Our staff are trained and certified in accordance with Swedish health regulations.

7. Limitation of Liability

We are not liable for any loss or damage to personal belongings. While we take utmost care to ensure the safety and well-being of our clients, we are not liable for any adverse reactions to treatments, except in cases of negligence on our part.

8. Data Protection

In compliance with applicable data protection laws, all client information collected by us will be kept confidential and used solely for the purpose of providing and improving our services. We process personal data for your spa services based on your consent and in line with the information provided with the consent. Click here to see our consent form: <https://clarionelementspasundsvall.try.be/legal/terms> For more information about how we process personal data please check out the Strawberry Data Protection Declaration <https://www.strawberry.se/om/villkor/anvandarvillkor-webbplats/>

9. Changes to Terms and Conditions

We reserve the right to amend these Terms at any time. The most current version will always be posted on our website.

Contact Information

For any queries or concerns regarding our spa services or these Terms, please contact our spa manager at sofia.pettersson@strawberry.se