



SENSPA
Exclusive



You are invited

Uncover the secrets to SenSpa

Imagine if you could discover the magic of a regular spa day escape that will leave your mind glowing, your body renewed and your soul soothed.

Welcome to an exclusive spa day membership allowing you to experience the benefits of regular spa visits at the award winning Thai Spa, SenSpa.

SenSpa Exclusive provides the perfect way to put healthy living, pampering and enjoyment at the heart of your lifestyle and help you to meet life with zest and clarity.

Nestled in the heart of the New Forest, SenSpa infuses ancient Eastern philosophies with Western technologies, organically gorgeous therapies and world class treatments to rescue you and re-introduce balance and relaxation into your life.

The spa features 17 treatment rooms, a large hydrotherapy pool, ozone swimming pool, herbal sauna, crystal steam room, laconicum, tepidarium, experience showers, ice room, health showers, rhasoul mud room, hammam rooms, vichy showers, relaxation area, quiet room and Thai temple studio.

Start planning a stress-free lifestyle and look forward to your visits to SenSpa.



SenSpa Exclusive Membership Packages

Full Spa Day Membership - Offers you unrivalled pampering, tranquillity and service; perfect for putting health, good living and wellbeing at the centre of your lifestyle. As a Spa Day Exclusive member, you will enjoy the very best of SenSpa with four 'Essence of SenSpa' spa days throughout the year that include full use of the award winning facilities, a sumptuous two course Thai lunch and a mind body class as well as many additional benefits once you're here (a *saving of £196*).

Evening Indulgence Membership - Offers an evening spa experience for relaxation, tranquillity and indulgence; perfect to give you some indulgent moments when you can't spare a whole day for yourself. As an Evening Indulgence Exclusive member, you will enjoy four 'Evening Indulgence' spa experiences that include full use of the award winning spa facilities, a delicious three course Thai dinner and a glass of wine in the Zen Garden restaurant, as well as many additional benefits once you're here (a *saving of £48*).



Additional Membership Benefits

- SenSpa Exclusive membership card
- Joining gift from the SenSpa organic therapy range at the SenSpa boutique
- No Saturday spa supplements apply
- 15% off additional treatments
- 10% discount at the SenSpa Boutique
- 10% off additional SenSpa mind and body workshops
- Complimentary room upgrade when you stay overnight at Careys Manor Hotel*
- Complimentary bottle of Prosecco in your room when you stay overnight at Careys Manor Hotel
- 10% discount off additional food & drinks at Careys Manor Hotel and Le Blaireau Bar & Bistro

*Members benefits will only be valid with an accompanying membership card. *Room upgrades are subject to availability.*

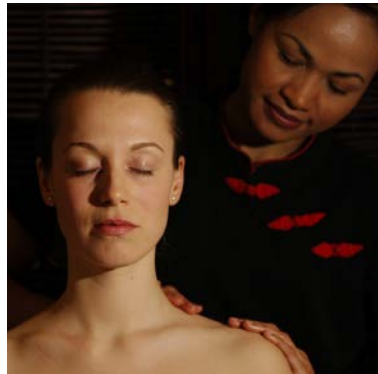
Whichever membership package you select, you can look forward to enjoying your journey to health, happiness and wellbeing at SenSpa.



Payment Plan

	Full Spa Day Membership	Evening Indulgence Membership
Start up subscription	£25	£25
Monthly D/D	£30	£19
Number of experiences	4 (<i>1 per quarter</i>)	4 (<i>1 per quarter</i>)
Standard price per experience	£139	£69
Saving	£196	£48

Payment for the membership is by monthly direct debit to help you spread the cost. Paying by monthly direct debit also means you have full control and protection under the Direct Debit Guarantee scheme operated by banks and building societies.



Application Form

Last Name		First Name				Title	
Address							
Town/City					Postcode		<input type="text"/>
Daytime Tel No.				Mobile No.			
Email					DOB		<input type="text"/>
Where did you hear about us?							
Would you like to sign up to our monthly newsletter?						Yes	No

If yes, please select the topics you are interested in (please tick).

<input type="checkbox"/> Treatments	<input type="checkbox"/> Spa breaks	<input type="checkbox"/> Dining
<input type="checkbox"/> SenSpa products	<input type="checkbox"/> Special offers	<input type="checkbox"/> Hotel breaks
<input type="checkbox"/> Gym membership	<input type="checkbox"/> Competitions	<input type="checkbox"/> Events

Which SenSpa Exclusive membership package would you like to choose?

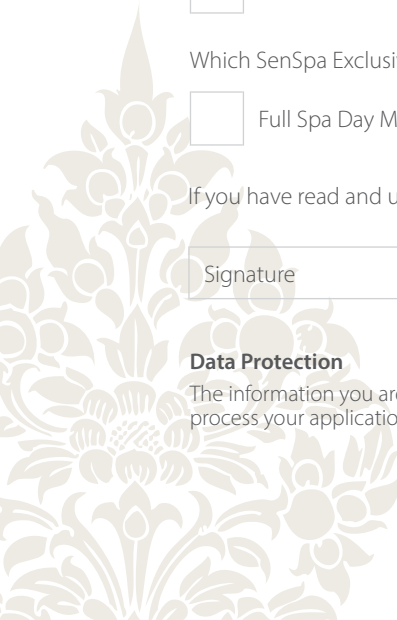
<input type="checkbox"/> Full Spa Day Membership	<input type="checkbox"/> Evening Indulgence Membership
--	--

If you have read and understood the terms and conditions, please sign below:

Signature					Date		<input type="text"/>
-----------	--	--	--	--	------	--	----------------------

Data Protection

The information you are giving is personal data under the Data Protection Act 1998. We collect and store this information so we can process your application to visit the spa, administer and notify you of any of changes.



Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:



Greenclose Ltd c/o Senspa Careys Manor Hotel Brockenhurst Hampshire SO42 7RH

For Greenclose Ltd Official use only This is not part of the instruction to your bank or building society

Originator's Identification Number
4 0 0 9 3 8

Reference Number – to be completed by hotel

Instruction to your Bank or Building Society. Please pay Greenclose Ltd from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Greenclose Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

Banks and Building Societies may not accept Direct Debit Instructions from some types of account.

Name(s) of account holder(s)
Bank/Building Society account number
Branch sort code
Name and full postal address of your Bank or Building Society:
To: The Manager
Bank/Building Society
Address
Postcode



This guarantee should be detached and retained by the Payer.

The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Greenclose Ltd will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Greenclose Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by Greenclose Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when Greenclose Ltd asks you to.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Written confirmation may be required. Please also notify us.



Terms & Conditions

1. Contract formation

1.1 These terms and conditions ("Terms and Conditions") apply in relation to SenSpa Exclusive membership and form part of the contract between you or your nominated guest ("You") and Greenclose Hotels Limited, who are a company registered in England and Wales, with company registration number 623417 and whose registered office is Pennington House, Lymington, Hampshire, SO41 8AA. Greenclose Hotels Limited are the proprietor of SenSpa, of Careys Manor Hotel, Brockenhurst, New Forest, Hampshire, SO42 7RH and is referred to in these Terms and Conditions as "SenSpa".

1.2 Completion of the application form for SenSpa Exclusive membership is an offer by You to become a SenSpa Exclusive member subject to these Terms and Conditions. SenSpa will notify You at the time of application if your application is successful.

2. Duration of Membership

2.1 SenSpa Exclusive membership will begin on the joining date shown on your application form and shall continue for a fixed term of one year and shall continue there after unless otherwise terminated in accordance with these Terms and Conditions. If your membership terminates and You wish to renew it, You will be treated as a new member and will be expected to pay the applicable joining fee and membership fee in place at that time.

3. Fees and Payment

3.1 The joining fee is payable upon SenSpa notifying You that your application has been successful. The joining fee is non-transferable and can only be refunded if your membership is terminated by us under clause 7.1 within 12 months of the joining date.

3.2 Membership fees are payable monthly by direct debit. The amount of the membership fees shall be those applicable to the category of SenSpa Exclusive membership selected by You at the time of your application.

3.3 SenSpa reserves the right to alter membership fees upon 30 days notice. Changes to membership fees will not have retrospective effect and no change to membership fees shall be made within the first 9 months of your membership.

4. Membership Benefits and Booking Arrangements

4.1 There are two categories of SenSpa Exclusive membership as follows:

4.1.1 SenSpa Exclusive Day membership entitles You to use of the facilities at the SenSpa spa at Careys Manor for an entire day during opening hours up to four times per year as described on your application form at the time of acceptance of membership (each such day being an "Exclusive Spa Day").

4.1.2 SenSpa Exclusive Evening membership entitles You to evening use of the facilities at the SenSpa spa at Careys Manor up to four times per year as described on your application form at the time of acceptance of membership (each such evening being an "Exclusive Spa Evening").

4.2 Your membership category will be as selected on your SenSpa Exclusive application form.

4.3 Full payment for each SenSpa Exclusive Day or SenSpa Exclusive Evening(as applicable) must be made in advance. Your first SenSpa Exclusive Day or SenSpa Exclusive Evening(as applicable) may not be used

until You have paid three months of membership fees (ie. one quarter of the annual amount) and You will become entitled to a further SenSpa Exclusive Day or SenSpa Exclusive Evening(as applicable) after full payment has been made for each subsequent three month period. You may book a SenSpa Exclusive Day or SenSpa Exclusive Evening(as applicable) at any time up to a maximum of 9 months after the date on which You first became entitled to the relevant SenSpa Day or SenSpa Evening. After that your entitlement to any unused SenSpa Exclusive Day or SenSpa Exclusive Evening (as applicable) will be lost.

4.4 All bookings are subject to availability.

5. Cancellation Policy

5.1 If You cancel a booking for a SenSpa Exclusive Day or SenSpa Exclusive Evening less than 24 hours prior to its scheduled start time, You will forfeit entitlement to that SenSpa Exclusive Day or SenSpa Exclusive Evening.

7. Termination

7.1 Either party may terminate your membership at any time on not less than 3 months written notice nor 9 months from the joining date.

7.2 You may terminate your membership on 30 days notice in writing if:

7.2.1 You are unable to use your membership through serious illness or injury likely to prevent You from using your membership for a period of at least 6 calendar months (provided that SenSpa may request reasonable evidence of your illness or injury such as a doctor's certificate);

7.2.2 SenSpa significantly reduce the facilities or opening hours of SenSpa for a period of five weeks or more or SenSpa changes the location of the spa premises or commits a serious breach of these Terms and Conditions which is not remedied within a reasonable time;

7.2.3 SenSpa increases the membership fees or makes another change to these Terms and Conditions after You have joined, provided that You give notice of termination under this clause 7.2.2 within 30 days of the being informed of such increase or change.

7.3 SenSpa may terminate your membership at any time in the following circumstances:

7.3.1 if You commit a serious or repeated breach of Greenclose Hotels Ltd Terms and Conditions; or

7.3.2 if your behaviour at the spa is inappropriate or You are a nuisance to others or members of staff;

7.3.3 if any part of your membership fee remains unpaid for 30 days or more after its due date for payment; or

7.3.4 if You provide SenSpa with details which You know to be false when applying for membership and the false declaration would have reasonably affected SenSpa's decision to grant your membership.

8. Consequences of Termination

8.1 If your membership is terminated by You or SenSpa under clause 7.1 or clause 7.2 You may either:

8.1.1 request a refund of any part of your membership fee for which You have paid in advance but which relates to a period after termination; or

8.1.2 if You have accrued entitlement to one or more SenSpa Days or SenSpa Evenings which You have not used prior to termination, You may use such entitlements at any time up to 9 months after the date of termination. Unused entitlements shall be lost after this time.

8.2 If SenSpa terminates your membership under clause 7.3 You may request a refund of any part of your membership fee for which You have paid in advance but which relates to a period after termination but SenSpa reserves the right to retain a proportion of such membership fees to the extent required to cover any reasonable costs SenSpa have incurred as a result

9. Membership Card

9.1 SenSpa will issue You a membership card on joining which You must present on each arrival. You are responsible for your membership card and SenSpa reserves the right not to reimburse You if another person uses your entitlement to a SenSpa Exclusive Day or SenSpa Exclusive Evening as a result of you losing your membership card or theft of your membership card. SenSpa reserves the right to charge an administration fee of £25 to replace membership cards.

9.2 Membership is not transferrable. You may loan your membership card to any other person (your Guest) and they may use your entitlement to a SenSpa Exclusive Day or SenSpa Exclusive Evening. By so doing they agree to all relevant SenSpa Terms and Conditions.

10. Membership Rules

10.1 The use of mobile phones is not permitted whilst attending the spa.

10.2 All food and drink consumed on the premises must be purchased from SenSpa.

10.3 Use by You of cameras and recording equipment is not permitted at SenSpa.

10.4 If You are suspected of being under the influence of alcohol or drugs You will be removed immediately.

10.5 You must not use the facilities at SenSpa during any period in which You are suffering from gastric flu or any other contagious illness. SenSpa reserves the right to decline admission to the spa if You are suspected of suffering any such illness.

10.6 You agree to comply with all Rules of Membership and all relevant Terms and Conditions of SenSpa.

10.7 If your contact address or personal details change, You will be required to update SenSpa of those changes as soon as is reasonably practicable.

11. Limitation of Liability

11.1 SenSpa will be liable for any loss or damage You may suffer if SenSpa fail to carry out their obligations as set out in these Terms and Conditions, or breach any duties imposed on SenSpa by law (including if SenSpa cause death or personal injury to You by SenSpa's negligence) save to the extent that such failure or breach is attributable to:

11.1.1 your own fault;

11.1.2 a third party unconnected with SenSpa's provision of services under these Terms and Conditions;

11.1.3 events which neither SenSpa nor SenSpa's suppliers could have foreseen or forestalled even if SenSpa has taken all reasonable care.

11.2 All personal possessions on the premises, including items left in a locker after a SenSpa Exclusive Day or SenSpa Exclusive Evening (as applicable) has ended.

11.3 Save in the case of personal injury or death caused by SenSpa's negligence, SenSpa's liability to You shall not exceed an amount equal to

two times the subscription fees and joining fee paid by you.

12. Fitness and Activities

12.1 You will be required to complete a health questionnaire on commencement of membership. It is your responsibility to advise SenSpa of any changes to your health or medical condition(s).

12.2 You must not undertake any physical activities for which You might be medically unfit.

12.3 If You have any reservations regarding your physical condition(s), You must seek advice from a qualified medical practitioner and act in accordance with all advice given before embarking on any exercise. If You suffer from any medical condition You must notify the reception staff, your instructor and/or therapist.

12.4 All equipment and facilities must be used in accordance with the instructions for use provided. Induction classes explaining the safe and proper use of each item of equipment shall be available to You on beginning your membership. These classes must be attended by You, prior to using such equipment. Such attendance is your responsibility. You must not use any equipment unless You have attended a relevant induction class and You are satisfied that You are competent to do so safely and properly at no risk to yourself or others.

12.5 All accidents must be reported to the Duty Manager as soon as practicably possible.

13. Special Needs

You are required to notify our staff of any special requirements, dietary, medical or physical at the time of each booking and arrival.

14. Health and Safety

SenSpa reserves the right to restrict access to certain facilities on occasion for Health & Safety reasons.

15. Clothing

Appropriate clothing and footwear must be worn at all times.

16. Severability

If any part of these Terms and Conditions are unenforceable (including any provision in which SenSpa excludes its liability to You) the enforceability of any other part of these Terms and Conditions will not be affected.

17. Governing Law of the Terms and Conditions

These Terms and Conditions shall be governed by English Law and English Law shall have exclusive jurisdiction in respect of any dispute arising in connection with your membership.

18. Varying the Terms and Conditions

SenSpa may from time to time change these Terms and Conditions. SenSpa shall endeavour to give at least 30 days written notice of any changes.