



Terms and Conditions

Making a reservation

- Our treatments are available to enjoy Wednesday to Saturday so please contact the hotel on 01697 746234 to check our availability and make your reservation.
- In line with our company policy, the minimum age restriction for The Sycamore Retreat is 18 years of age.

Health conditions

- Any medical conditions must be advised upon booking and documented on the consultation form. We reserve the right to cancel a treatment at any time due to non-disclosed medical conditions therefore it is your responsibility to ensure that the information provided is correct and up to date.
- Our consultation form highlights contraindications which could result in certain treatments not being possible, should this be the case our therapists will suggest an alternative.
- Guests who are pregnant, suffering from heart conditions or high blood pressure will be unable to partake in any of our treatments.
- Any allergies must be communicated upon booking.

Payment

- Payment must be made in full at the time of booking, we are unable to reserve an appointment until payment has been received.

Cancellations/Amendments

- In the event of cancellation, a 100% charge will apply when a cancellation takes place 7 days or less prior to arrival. All cancellations must be made in writing.
- Should you need to rearrange your appointment, we will try our very best to accommodate your request but this will be subject to availability and cannot be guaranteed. Appointments are only able to be changed up to 7 days prior to arrival and can only be moved once at no charge.
- In the situation one of our therapists is unwell and unable to provide the treatment, we will do our very best to find a replacement. In the case that this is not possible we will look to rearrange your treatment to a date that is suitable for you subject to availability.

Day of Treatment

- You will be provided with a consultation form in your room which must be completed prior to your appointment and handed to your therapist.
- We would kindly ask you to make your way to Reception 10 minutes prior to your appointment time, where a member of our team will escort you to the relaxation room.
- A robe and slippers will be provided in the treatment room for your use. Should you wish to return to your room in your robe, a bag will be provided for your personal items.
- Please be assured that all of our therapists are highly trained and your modesty will be protected at all times.
- Please note that the allocated treatment time is inclusive of your consultation with your therapist followed by your chosen treatment.
- You are required to remove all jewellery for each treatment therefore we strongly suggest that jewellery is not worn to The Sycamore Retreat.
- We highly recommend that you do not consume alcohol immediately before a treatment. Our therapists do have the right to cancel a treatment if they suspect intoxication that may be a health & safety concern.
- Post treatment we encourage you to drink plenty of water and we welcome you to enjoy our relaxation room, where refreshments will be provided.
- We kindly request that noise is kept to a minimum whilst enjoying our relaxation room as a gesture of respect to those receiving a treatment.

Personal belongings

- Upon departure of The Sycamore Retreat please ensure you have all your personal belongings with you as we cannot accept liability for any damages or loss to personal belongings.
- If any belongings are left behind we will do our best to reunite these with you by following our Lost Property Policy. Items not claimed within 30 days will be discarded or donated.

Hotel policies

- Farlam Hall will not be liable for any damage, injury or consequential loss however caused, to our guests, their property and belongings unless it is solely due to negligence of the company and its employees.
- Our privacy policy can be viewed on our website - [Farlam Hall Hotel & Restaurant | 4 Star Hotel in Cumbria](#)