

SOUL General Terms

GENERAL TERMS AND CONDITIONS

Consumer bookings and use of SOUL wellness facilities

Provider	SOUL Wellness C.I.C., trading as SOUL Wellness Hub & Cafe
Company number	15059642
Registered office	The Former Methodist Church, Burnley Road, Sowerby Bridge, United Kingdom, HX6 2TL
Contact	info@soulwellnesshub.com +44 1422 836973
Effective date	11 September 2026

Please read these terms before booking. They apply to consumer wellness services supplied directly by SOUL Wellness C.I.C. A short service-specific document also applies to each facility or package. SOULcare memberships have separate Membership Terms.

A. Key terms at a glance

Contract	Formed when SOUL confirms the booking or begins supplying the service, whichever happens first.
Payment	Full payment is normally required at booking unless the confirmation says otherwise.
Cancellation	The notice period, disclosed refund fee and consequences are stated in the applicable service terms.
If SOUL cancels	Choose a reasonable alternative, account credit or refund without a cancellation-fee deduction.
Safety	Complete requested screening, follow instructions and stop if you feel unwell.
Your rights	Nothing in these terms removes statutory consumer rights.

1. About us and your contract

SOUL Wellness C.I.C. (company number 15059642), trading as SOUL Wellness Hub & Cafe, is referred to as “SOUL”, “we”, “us” or “our”. “You” means the person making the booking and, where relevant, the person attending. If you book for someone else, you must give them the applicable terms and safety information before attendance.

Your booking is an offer. A binding contract forms when we send confirmation or begin supplying the service, whichever occurs first. The contract comprises the confirmation, these General Terms, the applicable service terms and documents expressly incorporated in them. Mandatory consumer law always takes priority.

2. Booking information and payment

Before you order, we will provide the service description, date or period, duration, total price, payment arrangements, material restrictions and cancellation information. Prices are in pounds sterling and include VAT where applicable. You must provide accurate contact and booking information.

A booking is personal to the named attendee and may be transferred only with our agreement. We may refuse an order for a lawful reason, including unavailability, an obvious pricing error, suspected fraud or a material safety concern. If payment has been taken and we refuse the order, we will refund it.

3. Statutory cancellation rights

If you contract online, by telephone or away from our premises, you may normally have 14 days beginning the day after the contract is made to cancel. However, this statutory right may not apply to leisure services booked for a specific date or period. The service-specific contractual cancellation policy continues to apply whether or not a statutory right applies.

Where a statutory right applies, cancel by any clear statement sent through an available cancellation channel. If you expressly request supply during the cooling-off period and cancel before full performance, you may have to pay a proportionate amount for what has been supplied. The right is lost following full performance only where the applicable legal requirements have been met. Any refund due will be made within 14 days using the original payment method unless agreed otherwise.

4. Contractual cancellations and rescheduling

The applicable service terms state the notice period and any fixed cancellation administration fee. For a timely customer cancellation, the stated fee is deducted whether you choose a refund or credit issued as a voucher. Bookings paid entirely with a SOULcare benefit remain exempt as stated in the service terms. Where a fixed fee applies, it covers cancellation administration and any payment-processing cost that we cannot recover; no separate processing fee is added. The fee does not apply where SOUL cancels or a full refund is required by law.

For a late cancellation or no-show, we may retain or charge only an amount that fairly reflects our reasonably unavoidable loss, up to the booking price. We will take reasonable steps to refill the booking and reduce the charge accordingly. Any administration or payment-processing cost is included within that amount and is not added again.

Cancel through the booking system where available or contact us by email or telephone. Cancellation takes effect when received. Special consideration may be given for emergencies or exceptional circumstances, but this does not reduce any legal right.

5. Arrival and attendance

Arrive by the time stated in the confirmation. Late arrival may shorten the session or prevent admission where safe use is no longer possible. We cannot extend a session if this would delay another customer. Any charge will be applied fairly in light of the circumstances and loss caused.

6. If SOUL cancels or changes a booking

If we cancel or materially change a booking, you may choose a reasonable alternative, account credit or refund for the affected service without deduction of a cancellation administration fee. If an element of a package changes, the package terms explain whether you may cancel the affected element or the whole package. We will take reasonable steps to notify you and minimise disruption.

7. Service standards and refunds

We will provide services with reasonable care and skill and as described. Completed services are not refundable merely because you change your mind. This does not affect rights under the Consumer Rights Act 2015, including a right to repeat performance or an appropriate price reduction where applicable.

8. Health, safety and venue rules

Our services support general wellbeing and are not a substitute for medical diagnosis, advice or treatment. Decide whether a service is suitable and obtain appropriate medical advice where necessary. Complete requested screening accurately, report relevant changes, follow instructions and stop if you feel unwell.

We may refuse or stop participation where reasonably necessary for health, safety, hygiene, intoxication, unlawful conduct, abuse, harassment or serious disruption. We will act proportionately. Any refund will be assessed fairly in light of the reason, services supplied and loss we may lawfully recover.

SOUL is an alcohol-free venue. Alcohol must not be brought onto, supplied, sold or consumed anywhere on the premises. Food purchased elsewhere must not be consumed on the premises, unless agreed by us as a reasonable adjustment, required for a medical need or infant feeding, or otherwise required by law.

9. Damage, contamination and cleaning

You are responsible for reasonable, evidenced direct costs of damage caused by your deliberate act or negligence. Contamination is dealt with separately: the float-tank, infrared-sauna, hot-tub and ice-bath terms provide for limited recovery of restoration costs where you cause contamination, including accidentally or involuntarily and without negligence. That provision applies only if the applicable service terms and maximum charge were clearly brought to your attention before booking. It also applies to sessions paid for with a membership benefit or voucher; the cancellation-fee exemption does not exempt contamination costs.

For those contamination charges, SOUL must establish, on the available evidence, that it is more likely than not that you caused the contamination and that the work was reasonably necessary. Attendance alone does not establish responsibility. The charge is limited to the actual, reasonable cost of additional cleaning, disinfection, necessary replacement materials and water or solution, attributable utilities and staff or specialist time needed to restore safe use. It excludes routine cleaning, ordinary wear and expected effects of normal permitted use, pre-existing contamination, equipment defects and any costs caused by SOUL or its staff failing to use reasonable care or follow appropriate procedures. We will not charge you for another person's contribution to an incident.

We will take reasonable steps to minimise the cost, replace only what is necessary, and deduct savings and amounts already recovered for the same loss. No profit mark-up, fixed penalty, lost revenue or additional administration or processing fee will be added to a contamination charge. The service-specific limit is a maximum for the whole incident, not a standard charge; we will not bypass it by describing the same contamination loss as damage or claiming it under another clause.

We will send you a written account of the incident, the evidence linking it to you and an itemised calculation supported by records or invoices, with unrelated personal information removed. You will have at least 14 days to respond before payment is due, and longer where reasonably needed. We will consider your explanation, relevant circumstances and any reasonable adjustments required by law, and give reasons for our decision. A timely dispute will pause collection while we review and reply; silence is not acceptance. These terms do not authorise an automatic debit from a stored payment method for contamination: we will seek payment separately. You retain your right to dispute liability or the amount and to use the complaints process or courts. Nothing in this section overrides statutory rights or permits recovery of a charge that is unlawful or unfair.

10. Independent practitioners

A service supplied and charged for directly by an independent practitioner is contracted with that practitioner, not SOUL, unless the booking expressly identifies SOUL as the supplier. The practitioner must provide their own identity, price, cancellation terms and required information. SOUL remains responsible for services it contracts to supply, including work performed by its employees or subcontractors.

11. Liability

We are responsible for foreseeable loss or damage caused by our breach or failure to use reasonable care and skill. We are not responsible for unforeseeable loss, business loss suffered by a consumer, or loss caused solely by your failure to follow reasonable instructions or disclose requested relevant information.

Nothing excludes or limits liability where unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or statutory consumer rights. Secure personal belongings; we are responsible for loss or damage to them only where caused by our failure to use reasonable care.

12. Personal information

We process personal information under applicable data-protection law and our Privacy Notice. Health information is special-category personal data. Our Privacy Notice and any separate consent request explain the purposes, legal bases, special-category condition, sharing, retention and your rights. We collect only information reasonably needed for safe service delivery and administration.

13. Complaints

Please raise concerns promptly using the contact details above. We will acknowledge the complaint and aim to provide a substantive response within a reasonable time. You retain any right to use an applicable dispute-resolution scheme or pursue a claim through the courts.

14. Events outside our control

We are not responsible for delay or failure caused by an event outside our reasonable control. We will take reasonable steps to minimise disruption. If we cannot supply the service, we will provide an appropriate alternative, credit or refund as required by law.

15. Changes and other legal terms

We may update these terms for legal, safety or reasonable operational reasons. A change does not retrospectively alter an accepted booking. We may transfer our rights and obligations if this does not reduce your rights. If a court finds part unenforceable, the remainder continues. A delay enforcing a right is not a waiver. No third party may enforce the contract under the Contracts (Rights of Third Parties) Act 1999.

16. Governing law and courts

These terms are governed by the laws of England and Wales. If you live in England or Wales, its courts have jurisdiction. If you live in Scotland or Northern Ireland, you may also bring proceedings in your local courts. Mandatory consumer protections applying where you live remain unaffected.