

SOULrecharge

TERMS AND CONDITIONS

Day packages and included wellness services

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	3 September 2026
Cancellation notice	48 hours
Cancellation fee	£10 (includes administration and payment processing)
Package contents	As shown at checkout and in the booking confirmation

These terms apply to a SOULrecharge day package supplied by SOUL. The General Terms and the separate terms for every included facility also apply. Only the services, refreshments and other items expressly listed at checkout and in the confirmation are included.

1. Booking and payment

Full payment is required when booking unless the confirmation says otherwise. Before payment, we will show the package contents, timetable or approximate duration, total price, material restrictions and any service supplied directly by an independent practitioner.

2. Cancellation and rescheduling

Cancel or reschedule at least 48 hours before the package start time to receive a refund to the original payment method or credit issued as a voucher, in either case less the fixed £10 cancellation administration fee. The fee covers staff time already incurred arranging the package, coordinating facilities and liaising with practitioners, together with any payment-processing cost that SOUL cannot recover; no separate processing fee is added. It does not apply where SOUL cancels or a full refund is required by law.

If you cancel with less than 48 hours' notice, we may charge or retain up to 50% of the package price, but only to the extent this fairly reflects our reasonably unavoidable loss. For a no-show, the charge may be up to the full package price on the same basis. The £10 administration and payment-processing cost is included within that amount and is not added again. We will take reasonable steps to reallocate appointments and reduce the charge accordingly. Statutory rights explained in the General Terms remain unaffected.

3. Arrival and timetable

Arrive at the time stated in the confirmation. Late arrival may shorten or remove an activity where necessary for safety or later bookings. We cannot guarantee that a missed activity can be rearranged on the day, but we will act reasonably and explain available alternatives.

4. Included facilities and safety

You must read and follow the separate terms for each facility included in your package. Complete requested safety information accurately and tell us about relevant health changes before participating. We may change the order, shorten an activity or refuse participation where reasonably necessary for safety. Any refund will be assessed fairly under the General Terms.

5. Independent practitioners

If a practitioner supplies and charges for a service directly, your contract for that service is with the practitioner. The booking information must make this clear and provide or link to the practitioner's terms. If SOUL contracts to provide the service, SOUL remains responsible for it, including where a practitioner acts as our subcontractor.

6. Changes or cancellation by SOUL

If an element becomes unavailable, we will offer a reasonable substitute. If the change is material, you may reject the substitute and receive an appropriate price reduction or cancel the affected package for a refund. Where the package's main purpose can no longer be provided, you may cancel the whole package and receive a refund for services not supplied.

7. General legal terms

The General Terms govern service standards, liability, personal information, complaints, events outside our control, governing law and other legal matters.