

Amethyst Room

TERMS AND CONDITIONS

Booking, safety and heated-mat rules

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
Session	As shown at checkout and in the confirmation
Minimum age	18
Cancellation notice	24 hours
Cancellation fee	£2.50 (includes administration and payment processing)

These terms apply to each Amethyst Room session booking supplied by SOUL. They supplement the SOUL General Terms and Conditions ("General Terms"). If there is a conflict, these terms take priority for the practical use and safety of this service; mandatory consumer law always takes priority.

1. Booking, payment and cancellation

Full payment is normally required when booking. The price, date, time and duration are shown before payment and in the confirmation.

Cancel or reschedule at least 24 hours before the session start time to receive a refund to the original payment method or credit issued as a voucher, in either case less the fixed £2.50 cancellation administration fee. This disclosed fee covers cancellation administration and any payment-processing cost that SOUL cannot recover; no separate processing fee is added. The fee does not apply to a booking paid entirely with a SOULcare benefit, where SOUL cancels, or where a full refund is required by law.

If less notice is given, SOUL may retain or charge an amount reflecting the reasonably unavoidable loss caused by the cancellation, up to the booking price. SOUL will take reasonable steps to refill the slot and reduce the charge accordingly. Any administration or payment-processing cost is included within that amount and is not added again. A member's late cancellation or no-show may be treated as use of the relevant allowance.

The General Terms explain statutory cancellation rights, what happens if SOUL cancels, late arrival, service standards, liability, privacy and other legal matters.

2. General safety and conduct

- Follow the briefing, displayed rules and reasonable staff instructions.
- Do not attend while under the influence of alcohol or non-prescribed drugs, while affected by a contagious illness, or with an uncovered open wound.
- Give accurate answers to requested safety questions and tell staff about relevant health conditions, pregnancy, medication, allergies, recent procedures or anything else that may affect safe participation.
- Stop immediately and seek assistance if you feel faint, unwell, distressed, unusually short of breath or experience pain.
- Move carefully on wet surfaces, respect other customers' privacy and leave the area in a safe and tidy condition.

Important: SOUL's wellness services are not medical treatment or a substitute for diagnosis or advice. If you are unsure whether the service is suitable, obtain advice from an appropriately qualified healthcare professional before booking or attending.

3. Room and heated-mat rules

- The Amethyst Room is to be used exclusively for a private single-person session on the amethyst mat. No other use is permitted.
- Enter, finish and leave within the booked period.
- Do not use the Amethyst Room with oils, lotions, creams or jewellery on your body.
- Staff may enter without notice in an emergency or where urgently required for safety or maintenance; otherwise we will respect your privacy.

4. Heat exposure and medical advice

The heated mat can cause overheating, dehydration, dizziness or fainting. Do not use the Amethyst Room without your doctor's permission if you have epilepsy, diabetes, kidney failure, chronic heart disease, or any other condition that may be adversely affected by heat exposure.

Do not use the Amethyst Room during your menstrual cycle without appropriate sanitary products.

The Amethyst Room is unsuitable during pregnancy. Do not use it if you are pregnant. Consult a healthcare provider before use if you have reduced sensation. If you are taking any medication or are under medical care for any reason, consult your own doctor before using the Amethyst Room.

5. Damage, belongings and responsibility

You are responsible for reasonable, evidenced direct costs caused by deliberate or negligent damage, contamination, excessive cleaning or failure to follow clear instructions. SOUL will explain the proposed charge before charging a stored payment method and will provide an opportunity to dispute it.

Secure personal belongings and follow all reasonable instructions. Nothing in these terms excludes SOUL's responsibility for foreseeable loss caused by its breach or failure to use reasonable care and skill, death or personal injury caused by negligence, fraud, or statutory consumer rights.