

SOUL Gift Vouchers

GIFT VOUCHER TERMS AND CONDITIONS

Monetary gift vouchers and experience vouchers

Provider	SOUL Wellness C.I.C., trading as SOUL Wellness Hub & Café
Company number	15059642
Registered office	The Former Methodist Church, Burnley Road, Sowerby Bridge, United Kingdom, HX6 2TL
Contact	https://soulwellnesshub.com/contact/ +44 1422 836973
Effective date	14 October 2026

Please read these terms before buying or using a SOUL gift voucher. They explain validity, eligible purchases, remaining balances, bookings and cancellation rights. Keep a copy with your voucher.

A. Key terms at a glance

Validity	12 months from issue; use by the expiry date printed on the voucher.
Recipient	Only the named recipient may redeem the voucher; it is non-transferable.
Remaining balance	Monetary vouchers can be used over multiple visits until the original expiry date.
Exclusions	External facilitator events and some consignment shop items are excluded.
Booking	Book in advance where required; availability and service terms apply.
Your rights	Consumer cancellation and refund rights remain protected.

1. About these terms

These terms cover monetary gift vouchers and vouchers for a named SOUL experience or SOULrecharge package. The same voucher rules apply to digital vouchers bought online and physical vouchers bought in store, supplied directly by SOUL Wellness C.I.C. The purchaser should give the recipient the voucher and these terms.

Your purchase is confirmed when we issue confirmation or the voucher. The purchase description and these terms form the contract. Later changes will not reduce existing rights.

2. Delivery and the named recipient

Digital vouchers are emailed as a PDF; physical vouchers are provided in store. Check the recipient name and voucher details, and your email address for digital purchases. Contact us promptly about errors or digital non-delivery after checking your junk folder.

Only the person named on the voucher may redeem it. Vouchers are non-transferable and may not be resold. Contact us to correct a genuine name error; a correction does not extend the expiry date.

3. Validity and expiry

Vouchers are valid for 12 months from the issue date. The expiry date is printed on the voucher. The experience or purchase must take place by that date; making a booking before expiry does not by itself extend validity.

Any unused monetary balance expires on the same date. Contact us before expiry if exceptional circumstances prevent use. Any extension must be agreed by SOUL. This does not limit your rights if we cannot provide what was purchased.

4. Using a monetary gift voucher

Monetary vouchers may be used towards SOUL in-house events, café food and drinks, eligible shop purchases and spa facilities, including the float tank, infrared sauna, cold plunge and hot tub. Events run by external facilitators and some consignment items sold on behalf of others are excluded. Ask us to confirm eligibility before purchasing or booking if unsure; we will identify excluded items before you commit to spending your voucher.

You may spend the value over more than one visit. We deduct only the amount used and retain the remaining balance for the named recipient until the original expiry date. Ask our team to confirm the balance. If your purchase costs more than the available balance, you must pay the difference.

A monetary voucher retains its stated pound value. Current prices apply when you buy or book. Unspent value is not paid out as cash or cash change, except where a refund is required by law or agreed under these terms.

5. Experience and SOULrecharge vouchers

An experience voucher covers the session, class or package described at purchase and on the voucher, including its stated duration, number of people and inclusions. It does not provide unrestricted monetary credit. A later price increase does not require an extra payment for the original experience during the voucher's validity.

Contact us before booking if you would like a different experience or package. Any change and price difference must be agreed in advance. If we can no longer provide the purchased experience, we will discuss a suitable alternative or refund rather than impose a replacement.

6. Booking and attending

Experiences, classes and packages are subject to availability and require booking where applicable. Book early enough to attend before expiry. A voucher does not guarantee a particular date or time.

Please tell us you are paying with a voucher when booking and show the voucher or provide its code when redeeming it. We may check the named recipient and our voucher records. Copies of the same voucher share one entitlement or balance.

Our General Terms and the relevant service or package terms apply to bookings and attendance. We will make the applicable terms, including cancellation charges and safety requirements, available before you book. Complete required health screening and follow staff instructions. A voucher does not override age limits or other service suitability requirements.

7. Cancelling or changing a booking

Cancelling a booked visit is different from cancelling the original voucher purchase. The relevant service terms set the notice period, rescheduling rules and any disclosed cancellation administration fee. Any deduction must be lawful and fair, and will not exceed the loss or charge permitted under those terms.

Where cancellation leaves voucher value or an experience entitlement available, it remains available until the original expiry date unless an extension is agreed. We will explain any deduction and the remaining value or entitlement. No charge applies solely because you pay with a voucher.

If SOUL cancels or materially changes your booking, we will offer the options available under the relevant service terms, including an appropriate alternative or refund without a cancellation fee. If expiry would prevent you using a restored voucher because of our cancellation, we will agree a reasonable extension or provide the refund due.

8. Cancelling the voucher purchase and refunds

For a voucher bought online, by telephone or away from our premises without a specific attendance date, the purchaser may cancel within 14 days beginning the day after the contract is made. Tell us clearly that you wish to cancel, using our contact page, email, telephone or postal address below. You do not have to use a particular form or give a reason.

For an unused voucher cancelled within that period, we will refund the amount paid within 14 days after being told of the cancellation, using the original payment method unless agreed otherwise, without an administration fee. We will invalidate the cancelled voucher.

If you expressly request a service to begin during that period and then cancel, any deduction for services supplied will be made only where the legal requirements are met and will be proportionate. The cancellation right is lost after full service performance only where the required prior consent and acknowledgement have been obtained. Receiving a PDF voucher alone does not waive the cancellation right.

A separate booking for a leisure service on a specific date or period may be excluded from the statutory cooling-off right; its booking cancellation terms still apply. After the cooling-off period, or for an in-person purchase, contact us about any refund or change request. Nothing here limits refunds or other remedies required by law.

You may use this optional cancellation statement: "I give notice that I cancel my gift voucher purchase. Order or voucher reference: _____. Ordered on: _____. Purchaser name and address: _____. Date: _____." Add your signature only if sending it on paper.

9. Lost vouchers and code security

Keep the voucher code secure. Contact us promptly if it is lost, stolen or used without permission. We will check the purchase and redemption records and, where we can verify the remaining entitlement, arrange a replacement or protect the unused balance. A replacement does not create extra value or extend expiry.

We may pause redemption to investigate suspected fraud, alteration or a disputed transaction. We will explain and resolve the issue fairly; an allegation alone does not invalidate a voucher.

10. Your rights and help from SOUL

We will supply goods and services as described and with reasonable care and skill where applicable. Nothing in these terms excludes statutory consumer rights or liability that cannot lawfully be limited, including for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

For enquiries, balances, cancellations, complaints and directions, visit <https://soulwellnesshub.com/contact/>. You can also email info@soulwellnesshub.com, telephone +44 1422 836973 or write to our registered office above. Our General Terms and service terms are at <https://soulwellnesshub.com/terms-of-service/>. Personal information is handled in accordance with our Privacy Notice.

These terms are governed by the laws of England and Wales. Consumers living in Scotland or Northern Ireland may also bring proceedings in their local courts. Mandatory consumer protections applying where you live remain unaffected.