

Terms and conditions

1. Introduction

- 1.1. This document (together with any documents referred to in it) tells you the terms and conditions (the 'Conditions') upon which we will supply the Services to you. You may print a copy for future reference.
- 1.2. Business Day: a day other than a Sunday or public holiday when banks in London are open for business.
- 1.3. 'Event Outside Our Control' has the meaning given in clause 9.
- 1.4. 'Services' means the services listed on the Website which we may supply.

2. About us

- 2.1. This Website is owned and operated by Wandee's ('we'/'us'/'our') whose place of business is at Unit 1, St. Johns Centre, Botley Road, Southampton, Hampshire, SO52 9SW. Our VAT Number is GB256 372492.
- 2.2. Our telephone number is 02380 731555.
- 2.3. Our email address is [info] @ [wandees.co.uk]

3. Eligibility to purchase from the Website

- 3.1. To be eligible to purchase the Services and lawfully enter into and form a contract with us, you must be 18 years of age or over.
- 3.2. The treatments and services offered involve physical contact and may include application of creams, lotions or oils, heat, pressure, body movement and turning of joints and muscles. Therefore, for your safety, you must tell us at the time of booking if you are: in pain, pregnant, receiving medication that affects your sensibility to pressure or physical treatment, mobility problems, heart problems, any conditions affecting your joints or skeleton, and any allergies or sensitivity to oils or applied skin lotions or creams. You must also tell us if you have any skin condition, for example acne or psoriasis. If any of these conditions apply, or are discovered during treatment, the therapist may offer to modify or refuse the requested service. The information provided is confidential and subject to our Privacy Policy.

4. Price

- 4.1. The prices of the Services are quoted on the order page.
- 4.2. Prices and any other charges quoted on the order page are based on performance of the Services in the United Kingdom unless otherwise specified.
- 4.3. Unless otherwise stated, the prices quoted include VAT.

5. Payment

- 5.1. Payment can be made by any major credit or debit card, or by cash.
- 5.2. We shall contact your card provider should any problems occur with the authorisation of your card.

6. If there is a problem with the Services

- 6.1. If the Services provided do not conform to the Service due to them not being provided with reasonable care and skill:
 - 6.1.1. you should provide us with details of the problem as soon as reasonably possible;
 - 6.1.2. if we repeat performance of the Services to fix the problem, we will do so at our own cost and as soon as reasonably practicable.
- 6.2. As a consumer, you have legal rights in relation to Services not carried out with reasonable skill and care, or if the materials we use are faulty or not as described. Nothing in these Conditions will affect these legal rights.

7. Complaints

7.1. If you have a comment, concern or complaint about any Services you have purchased from us, please contact us by telephone on telephone number 02380 731555, by email at [info] @ [wandeess.co.uk] or by post to Unit 1, St. Johns Centre, Botley Road, Southampton, Hampshire, SO52 9SW.

8. Liability and indemnity

8.1. We have a duty to supply Services to you that includes a duty to ensure that

8.1.1. the Services are carried out with reasonable care and skill

8.2. We cannot exclude our liability for a failure to comply with these duties mentioned in this sub-clause. Nothing in these Conditions affects your legal rights if these duties are not complied with. You can obtain advice about your legal rights from Citizens Advice if you need to.

8.3. We cannot exclude or limit our responsibility to you for:

8.3.1. Death or personal injury resulting from our negligence or the negligence of our employees

8.3.2. Fraud or fraudulent misrepresentation

9. Events outside our control

9.1. Except for our obligations under this clause, we shall not be responsible for delays or failures in delivery or performance of our obligations to you resulting from any act, event, omission, failure or accident outside our reasonable control ('Event Outside Our Control').

9.2. We will take all reasonable steps to minimise a delay in performing our obligations to you which arises from an Event Outside our Control.

9.3. We will promptly notify you of any Event Outside Our Control which prevents us from or delays us in performing our obligations to you, giving details of it and (where possible) the extent and likely duration of any delay.

9.4. Our performance will be deemed to be suspended for the period that the Event Outside Our Control continues.

10. Other important terms

10.1. We reserve the right to change the domain address of this Website and any Services, massage prices, massage specifications and availability at any time.

10.2. Every effort is made to keep information regarding service availability on the Website up to date. However, we do not guarantee that this is the case, or that Services will always be available.

10.3. A waiver by us of any default shall not constitute a waiver of any subsequent default.

11. Governing law

11.1. These Conditions and the Contract are governed by the laws of England and Wales. However, if you live outside England and Wales but within the EU, you are always entitled to any compulsory consumer protections applicable in the country where you live.

12. Governing jurisdiction

12.1. You can bring legal proceedings in respect of the Services in the courts of England and Wales. If you live in Scotland you can bring legal proceedings in respect of the Services in either the courts of Scotland or England and Wales. If you live in Northern Ireland you can bring legal proceedings in respect of the Services in either the courts of Northern Ireland or England and Wales. If you live in another country in the EU, you can bring legal proceedings in respect of the Services in either the courts of your home country or England and Wales.