



Terms & Conditions

All Terms and Conditions contained herein apply equally to all members and Pay As You Go clients alike. These Terms and Conditions may change as we continue to evolve our service or external factors require us to do so. In the event that we must change or revise our current Terms and Conditions policy, we will post said changes here on the Knockranny House Hotel website and with changes taking immediate effect upon. Your continued use of the website and the facility will constitute your acceptance of our current or revised Terms and Conditions, so we would encourage you the member to review these Terms and Conditions periodically.

Membership

Members and clients are bound, as per conditions of membership to comply with the rules set out below.

- All memberships are non-refundable and non-transferable, except for exceptional circumstances. In exceptional cases the member must email spasalveo@khh.ie stating their reason for requesting a refund and this must be supported by reasonable evidence. Management will make the final decision on the request.
- The management reserve the right to refuse membership to any individual without cause.
- Termination of memberships: Management at Spa Salveo reserve the right to terminate a membership when the following occur:
 - Failed payments of membership or fees.
 - Disregard towards our membership agreement or Terms and Conditions policy.
 - Improper conduct or aggressive behaviour is shown towards a fellow member, staff or management
 - Failure to provide medical approval for exercising if requested.

Termination of membership will be effective immediately from the day of notice. Spa Salveo also reserves the right to terminate a membership for any reason not stated above and if not prohibited by law.

- All members must be over the age of 18 to use the gym, pool and thermal suites. Proof of age will be requested when you sign up.
- All queries regarding memberships will be addressed through the website or by email, Spasalveo@khh.ie

Facility

- As a client of Spa Salveo, you agree to comply with the terms and conditions regarding the use of the facility, opening hours and your conduct.
- Members must sign at the reception prior to their session otherwise attendance will not be recorded.
- As a member, you agree to respect the facility, equipment, and surrounding property. Any damages caused as a result of negligence or reckless act will be paid in full by the perpetrator(s).
- Spa Salveo is not responsible for any loss, damage, or theft of property.
- Any member wishing to report on accidents, incidents, or problems with services provided at the facilities should approach a staff member or email Spasalveo@khh.ie.
- In the event of a breach of membership and facility rules and regulations, the management of Spa Salveo reserves the right of admissions and may reserve the right to require any member or client to leave the premises. Any member found in breach of any rules or illegal activities will be asked to permanently leave the facility.
- In order to gain entry, you must have your membership card or give your name to the spa reception so that your membership can be checked on your account.
- Lost or stolen vouchers (including multi visit and single admission) cannot be replaced and we accept no liability for lost, stolen or damaged vouchers.

Health & Safety

- Throughout the course of a membership with Spa Salveo, regular health and medical screening is recommended from one's local General Practitioner.
- All members must wear appropriate, clean attire and footwear when using the facilities. In the interest of hygiene, it is recommended that members bring a hand towel to wipe down all equipment after use.
- Swimwear is to be worn in the sauna and steam rooms and swim caps must be worn whilst in the pool.
- During a session, should a member feel faint, dizzy, unwell or have unusual pain they should stop exercising immediately and inform a member of staff.
- Members exercise at their own discretion and accept any injury or illness brought on by exercise is your responsibility. A member may, at their own discretion and expense, obtain personal insurance for loss, injury, or damage sustained as a result of using the facilities.
- It is mandatory that all members complete a disclaimer and limitation of liability form should they wish to use the facilities. This form will be provided upon entrance to the facility by a staff member.

FAQs

Opening Hours

We are open 07:30-19.30 Monday-Friday, 8.00-19.30 Saturday and Sunday.

Minimum ages

The minimum age for people to use the gym/studio area is 18.

The minimum age for children to be allowed entry to the pool unaccompanied is 14

Families with children staying in the hotel may use the pool during the ROI school holidays and weekends between 09.00 and 12.00 This area is strictly adult only outside of these times.

