

# Booking terms and conditions

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- ▶ Please arrive 5-10 minutes before your booking time.
- ▶ Please remember to bring your own towel with you if you are using our spa pool.
- ▶ There must be a minimum of two (2) people in the spa room during bookings. This can be two spa pool users, or a spa pool user and support person.
- ▶ Payment is required prior to using the room booked. You can pay online, or when you arrive using card payment. Cash payments are not accepted, and we do not carry cash on site. If your session is to be invoiced to Mana Whaikaha, please let us know.
- ▶ Cancellations or time changes require at least 24 hours' notice. Cancellations made with short notice or no-shows will be required to make a deposit to secure the next booking. For cancellations at short notice (within 24 hours) please give us a call on **06 368 9129**.

## Photography and Videography

- ▶ You are allowed to take photos and videos within our reception area and our sensory room and use for personal, private and non-commercial purposes only. You are welcome to tag Te Puna Rau Aroha and/or MASH Trust on social media.
- ▶ With consent, we may also ask to take photographs and video of you in these spaces for use on our website, social media, or promotional materials.

## Operating Requirements

- ▶ Individuals or groups can use the sensory room with support if needed from a family member, caregiver, support worker, occupational therapist, or one of our team.
- ▶ We have specialised equipment in our Sensory Room and so to get the best out of the room, support people are required to complete a short training course before they can accompany anyone in the Sensory Room.

## Privacy

The data you enter when making a booking allows us to:

- ▶ Manage your booking effectively.
- ▶ Keep a log of our customers and enquiries for internal tracking. Ensuring your data is secure is our priority.