



### **Spa GIFT VOUCHER Terms & Conditions:**

- Vouchers are valid for 6 months from the date of issue or as per the date stated on your Gift vouchers.
- Expiry date on vouchers is non-extendable, vouchers that have expired will not be accepted.
- Specific voucher is valid only for use for its stated purposes, additional fees will apply for any alterations.
- Vouchers are the sole responsibility of the guest, Kallima Spa or Hilton Syon Park does not accept responsibility for lost or mislaid vouchers.
- At the time of reservations it is required for guests to quote their voucher number and provide Full Names and Contact information and treatment preference for non-specific vouchers.
- Once bookings are confirmed cancellation policy will apply.
- Vouchers must be redeemed in full at the time of visit; Cash refunds is not available for part redeemed vouchers.
- Vouchers is non-convertible to cash.
- Monetary vouchers can be redeemed for retail items, spa treatments only, spa voucher is exclusive to Kallima Spa and not available for redemption on any outlet within Hilton Syon Park or other Hilton Properties.
- Voucher or Email Confirmation must be presented on arrival at Kallima Spa.
- Altered or damaged vouchers will not be accepted and booking will be charged at an applicable rate.
- Kallima Spa at Hilton Syon Park reserves the right to alter, change and/or add to the terms and conditions of any voucher at any time without notifying the guest.
- Voucher Redemption / Spa Treatment bookings is strictly subject to availability.
- Rate changes may apply at peak or restricted period (ie. Weekends, Public Holidays and Special Events)
- Promotional Vouchers is not permitted to be used in conjunction with other offers.
- Other T&C's apply