



Membership Agreement Terms & Policies

Member Benefits

1. Les Mariannes Wellness and Spa facilitates are open from Monday to Sunday from 09h00 to 17h00 with option for overnight stay.
2. Access to treatments is subject to your membership (refer to membership service table) and reservation.
3. Memberships enjoy less stress, more energy and improved wellness on their schedule. Occasionally, we have early morning and night events i.e. Sunrise Yoga and Full moon Meditation, which may be available for members.
4. Your membership entitles you to access additional services, not part of your service table, replacing one of your services that form part of your service table, OR upgrade of services, part of your service table, an one (1) Soft Spa Hour service per week during the term of your membership.

Guest /Introduction Program

1. One guest per membership per month such as colleague, friend or family member will receive discount as per membership (refer to membership service table) on services, subject to reservation.
2. All member offers are already discounted and cannot be used in conjunction with other promotions, coupons or any other gift certificate not purchased directly from and sanction by Les Mariannes Wellness Sanctuary.



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Rules & Regulations

1. Your Les Mariannes Wellness Sanctuary Membership entitles you to services as per respective service table per month and subsequent discount is applicable for additional services during your Membership Term. **Your membership is not transferable and is ONLY FOR YOU.**
2. All access, services and program require a reservation or a pre-determine schedule. We require 24 hours' notice for any changes or cancellations to your scheduled appointment. Cancellations within 24 hours' notice and same day cancellations will be charged against membership benefits at 100%, this include services booked outside membership service at discounted rate. Members that do not show up for their scheduled appointment will be charged against membership benefits at 100%.
3. A 1 - hour session consists of a 50 - minute massage/facial and time for dressing. Members using more than 10 minute for dressing will be deducted from session time.
4. Should you request to cancel your membership within the Membership Term, the following month will be charged in full and thereafter you will be relieved from making any future member dues payments. Simply send your request via email to member@lesmariannes.com
5. Les Mariannes Wellness Sanctuary reserves the right at any time in its sole discretion to terminate or to deny re-enrolment of a member. Les Mariannes Wellness Sanctuary shall not discriminate in any manner against any person on account of race, marital status, disability, sexual orientation, age sex, religious creed, colour, ancestry or national origin.
6. Members cannot have two (2) of the Soft Hour services on the same day e.g. A member cannot have a Soft Spa Hour service in the morning and a Soft Spa Hour service within the same day).
7. A picture form of identification will be required prior to checking in for spa treatment(s).
8. Les Mariannes Wellness Sanctuary reserves the right to change the day spa rules, regulations or pricing at any time upon a reasonable notice. Les Mariannes Wellness Sanctuary is not responsible for lost or stolen items. Neither membership discounts nor pricing may be combined with other promotions or offers.



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Terms & Conditions

1. Les Mariannes Wellness Sanctuary will use reasonable efforts to process all of payments properly. If we are unable to process automatic monthly membership dues, membership will be suspended pending payment in full. Following a member term (12 months), dues will continue to be billed month-to-month. Simply send us an email (member@lesmariannes.com) to cancel.
2. All membership fees are to be paid at the start of the month of membership. Non conformity to payment terms will result in suspension of membership until resolved.
3. Les Mariannes Wellness Sanctuary expects member to provide us with the correct account information to process payments accurately throughout the Membership Term (12 months).
4. Membership fee is payable on a month-to-month basis or quarterly*. Membership fee is not applicable to VAT (Added Value Tax)
5. Member agrees to promptly provide Les Mariannes Wellness Sanctuary with updated membership data should information change.
6. Members should provide details of any medical history, food allergy and food preferences at the time of sign up.
7. We will send a notice of any change(s) to the mailing address provided with at least (30) days prior to the effective date of change(s).
8. A membership freeze (no recurring charges during freeze); A membership freeze for a period of 30 days (minimum) to 60 days (maximum) may be requested. Your membership expiration date will be extended by the amount of time that your membership was frozen.

*Subject to discounted membership fee.



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Disclaimer of Liability

You understand and voluntarily accept any risks associated with your massage, facial or any other treatment or any use of the facilities at Les Mariannes Wellness Sanctuary. Except where prohibited by law, you agree Les Mariannes Wellness Sanctuary will not be liable for any injury, without limitation, personal, mental or bodily injury, economic loss or any damage to you resulting from negligence, other acts of Les Mariannes Wellness Sanctuary, anyone Les Mariannes Wellness Sanctuary's behalf or anyone receiving treatments or using facilities of Les Mariannes Wellness Sanctuary.

Legal Notices

This Agreement shall be construed, performed and enforced in accordance with the laws of the country of Mauritius.

Any dispute or divergence or controversy between LMWS and the Member arising from or which is incidental to this agreement, including the validity of the arbitration clause, will be resolved by arbitration.

However, the parties must first attempt to settle the dispute or divergence or controversy amicably.

A single arbitrator will be appointed jointly by the parties or by the Judge in Chambers of the Supreme Court.

The laws of Mauritius will be the applicable law to the arbitration

The arbitration award will be final and binding on the parties without appeal. The costs of the arbitration will be equally borne by the parties.

The above is without prejudice to the right of a party to apply for remedies from the judge in chambers.