

THE GLOW WELL

THE GLOW WELL GUIDE & POLICIES

HOW TO BOOK THE GLOW WELL SERVICE:

For a seamless experience and guaranteed availability, we recommend booking before you arrive at your holiday destination. This allows us to prepare everything in advance, ensuring a smooth and relaxing service.

HOW TO CHOOSE THE RIGHT TREATMENT OR TREATMENT PROGRAMME FOR YOU:

Whether you're interested in a single treatment or a series of services, our WELLNESS CONSULTANT is here to help. They'll guide you through our offerings and work with you to design the perfect personalised experience, all in the privacy of your private home, villa or yacht.

PERSONALISED TREATMENTS & HEALTH CONSIDERATIONS:

At THE GLOW WELL we take personalisation to the next level. Before your arrival, our WELLNESS CONSULTANT will provide you with a WELLNESS SURVEY to create your PERSONAL HEALTH PROFILE. The information you provide allows us to tailor your treatments to your unique needs and health conditions—ensuring the very best results.

Your WELLNESS SURVEY will be shared with your therapist in advance to guarantee a well-prepared and seamless experience. Rest assured; all shared details will be handled with the utmost confidentiality.

PREGNANT & THE GLOW WELL SERVICES:

Certain treatments / products may not be suitable during pregnancy. If you are expecting please inform our WELLNESS CONSULTANT when booking your treatments, and we will tailor our services to meet your specific needs.

For treatments during the first trimester, a doctor's authorisation is required.

SET UP & PREPARATIONS FOR THE PERFECT WELLNESS JOURNEY:

At THE GLOW WELL, we handle all the details. Our therapist(s) will arrive approximately 30 minutes before your scheduled service to create the ideal atmosphere in your private space. We bring the treatment bed, professional products, and tools to ensure a flawless experience. We kindly ask that you provide the towels for the service.

HOW TO PAY FOR THE GLOW WELL SERVICE:

Once you have selected your treatment programme our WELLNESS CONSULTANT will send you an invoice along with a payment link.

Your booking will be confirmed once full payment has been received.

CANCELLATION POLICY:

For confirmed & pre-paid treatments, a minimum of 48 hours' notice is required to cancel or reschedule an appointment. Cancellations or rescheduling made within 48 hours will incur a 100% charge, and no refund will be issued.

WHAT IF I'M LATE FOR MY APPOINTMENT:

To avoid delays for other guests, treatments will end on time. Late arrivals will result in a shortened session, and the full treatment price will be charged, regardless of arrival time.

GRATUITY FOR THERAPISTS:

If you'd like to tip one of our THE GLOW WELL therapists, you may do so in cash on the day of your treatment. Alternatively, we can provide a payment link for the gratuity amount upon request.

Connect with The GLOW WELL team to learn more or schedule your bespoke wellness experience:

hello@the-glow-well.com