CANCELLATION POLICY

This cancellation policy applies to all bookings at Sãrana, regardless of the admission, massage, treatment or package chosen.

Cancelling or rescheduling

A booking can be cancelled or rescheduled free of charge up to 24 hours before the scheduled start time. If you cancel in time, the amount paid is converted into a credit for a future visit. No refunds are given. Rescheduling is always subject to availability.

If you cancel within 24 hours of the booked start time, any amounts already paid will not be refunded.

Cancellations and rescheduling requests must be made in writing via info@sarana-wellness.be or via the contact form on www.sarana-wellness.be. The time at which Sãrana receives your message determines whether the 24-hour deadline has been met.

No-shows and late arrival

If a guest does not show up without having cancelled in writing beforehand, any amounts already paid will not be refunded.

If you arrive late, the booked end time remains unchanged. Lost time cannot be made up or refunded.

Force majeure

In exceptional and demonstrable cases of force majeure, Sãrana may, without being obliged to do so, allow a booking to be moved to another available date. Sãrana may ask for supporting evidence.

Cancellation by Sãrana

If Sãrana has to cancel a booking itself, the guest can choose between a new available date or a refund of the amount already paid. Sãrana is not liable for any additional or indirect costs.

No right of withdrawal

For services provided on a specific date or within a specific period, the statutory 14-day right of withdrawal does not apply, insofar as provided for by the applicable legislation.

By confirming a booking, the guest declares that they have read and agree to this cancellation policy.