



AT THE  
LAKE VICTORIA SERENA  
GOLF RESORT AND SPA



## TERMS AND CONDITIONS

• By using our services you are agreeing to the terms below which apply to any purchase. These Terms and Conditions apply to sales to the general public.

### Opening Times

Monday to Friday: 7am – 10pm, Weekends/Public holiday: 7am – 9pm

### Making a Booking

Bookings can be made by phone, face to face, or email, by persons 18 years and above subject to the following terms and conditions.

- Full payment is required for walk-ins to confirm your reservation. We will then send you a booking confirmation via email thereafter.
- If you are paying by voucher then we will take the voucher numbers to secure the booking.

The voucher/s must be presented for redemption at the time of appointment to avoid cash payment. They must be valid.

- Group Bookings (more than 4) will be requested to pay 100% 48 hours prior to the booking date.



## Attending Your Appointment

- Please arrive at least 30 minutes prior to any treatment times booked to allow time to complete your consultation. Lateness for your appointment may shorten the length of your treatment(s) with full payment accepted.
- We reserve the right to alter, refuse or terminate a treatment, without a refund, in the event of:
  - A client declaring a previously undisclosed medical condition that contraindicates their treatment/s.
  - A client engaging in inappropriate behavior or making inappropriate requests of a therapist.
  - A client abusing a member of staff physically, emotionally, verbally or in any other way.
  - A client being under the influence of alcohol, drugs, etc.
- Certain treatments are contraindicated by some medical conditions. In some circumstance a client may waive their rights by signing a disclaimer stating that they are happy to continue with treatment despite being advised that there is a potential contraindication.
- It is a client's responsibility to raise medical conditions with us at the time of booking so that we can confirm the requested treatment is not contraindicated.
- We take no responsibility for damage to individual's belongings whilst on the premises.
- Your consultation form is a confidential document and its contents will not be disclosed to third parties unless otherwise stated or in the event of fraud, illegal behavior, etc.
- We reserve the right to ask clients to leave if they or those accompanying them behave in an inappropriate manner or disturb the treatments of others in the Spa. In the event that we ask a client to leave we will retain full payment for their treatment/s regardless of whether the treatment/s has been completed.





## Cancellations and Rearrangements

• We have a strict 24 hours cancellation policy. Group booking (of more than 4 people) for the whole/any part of the group, require 48 hours' notice. So please give us a call before this time if you need to cancel or re-arrange your bookings to prevent us asking for a payment which we can either do by issuing a voucher so that you can redeem the treatment another time or by Cash.

**Late cancellations(2 hours prior to treatment time)/No shows will be charged at 100% for residents/members.**

- Please note that these terms and conditions apply for appointments made for you or on behalf of a third party. If making a booking for a third party it is your responsibility to ensure that person/s can attend the appointment and is aware of our terms & conditions, and the cancellation policy.
- When paying with a gift voucher, our cancellation policy still applies and the voucher will be voided and no longer be available to use.
- Our cancellation policy is for the benefit of clients, by making our practices efficient, and Maisha Spa staff cannot override this system.

## Complaints Procedure

- If you are unhappy about a treatment you receive please in the first instance tell the therapist providing the treatment so that she can adjust the treatment if necessary and possible.
- If you are still unhappy about your treatment/service you received, please ask to speak to the head therapist on the day and explain the problem. We will endeavor to resolve any issues immediately, but in some cases these may need to be passed to the manager for attention. It may not always be possible for a resolution to be found immediately especially if our head therapist is busy with another client.
- If you decide to email us with your complaint, please give the date, time and type of treatment/ service you received, the name of the therapist (if known), your contact details, and the nature of your complaint. You should then be contacted by a manager within 3 working days.

**For bookings, please contact Maisha Spa on: (256)0758418650/ (256)0313221000/ (256)0417121000**





## MAISHA TREATMENT PRICE MENU

MASSAGE THERAPIES	Duration	Price (UGX)
Hot Stone Therapy - Healing massage with the aid of heated volcanic stones	90 Mins	250,000
Purely Maisha Deep Tissue Massage - Work on specific muscle groups. A wonderful relief for stress related tension	60 Mins 90 Mins	180,000 240,000
Elemis Freestyle Deep Tissue Chakra Balancing – Brings Body into total equilibrium	60 Mins	200,000
Purely Maisha Aromatherapy Massage - Therapeutic massage with the use of essential oils to suit your mood	60 Mins 90 Mins	170,000 230,000
Swedish Massage - Relieves tired and aching muscles, giving total relaxation	60 Mins	150,000
Mother-To-Be Massage – A massage designed specifically to relax, relieve tension and soothe mum to be	60 Mins	200,000
Full Back Massage – Quick and effective massage that eases neck, shoulders, back and legs of tension and stress	40 Mins	140,000
Foot Pressure – Eases tired aching feet	30 Mins	135,000

FACIALS		
<b>Anti-Ageing</b>		
Pro-Definition Lift and Contour – Restore the architecture of your face with potent plant actives	75 Mins	288,000
Dynamic Resurfacing Precision Peel – Targets the signs of ageing and dull, tired, uneven skin tone	75 Mins	288,000

SKIN SPECIFIC SOLUTIONS		
Fruit Active Glow – Brings back the glow of tired and lifeless complexions	60 Mins	220,000
Deep Cleanse – Cleansing and gentle exfoliation leaving the skin fully revitalized	60 Mins	200,000
Tester Facial – An introductory facial that provides a quick and instant pick-me-up for any occasion	30 Mins	140,000



## MAISHA TREATMENT PRICE MENU

SCRUBS, MASKS AND WRAPS	Duration	Price (UGX)
Body Nectar Nourishing Wrap(Frangipani) - Intensive moisturisation for thirsty skin	45 Mins	160,000
Targeted Toning Tightener – A blend of massage and detoxifying clay for targeted toning and improved circulation	60 Mins	200,000
Maisha Coconut Body Scrub – Leaves your skin moisturized and renewed	45 Mins	140,000
Maisha Coffee Body Scrub - An uplifting body exfoliation	45 Mins	140,000
Maisha Shea Salt Body Scrub - & Leaves your skin soft and supple	45 Mins	140,000

GROOMING		
Full leg wax		60,000
Half leg wax		30,000
Chest wax		45,000
Back wax		60,000
Bikini Line wax		45,000
Full Arm wax		35,000
Underarm wax		30,000
Chin/Lip wax		15,000



## MAISHA TREATMENT PRICE MENU

NAILS AND FEET CARE	Duration	Price (UGX)
Executive Manicure(Gel Polish)	75 Mins	70,000
Executive Pedicure(Gel Polish)	75 Mins	85,000
Regular Manicure(Normal Polish)	60 Mins	40,000
Regular Pedicure(Normal Polish)	60 Mins	60,000
Gel Polish Change	45 Mins	45,000
Normal Polish Change	30 Mins	20,000
Gel Polish Removal	20 Mins	25,000

SPA PACKAGES	Duration	Price (UGX)
Maisha Me Time – A Deep Cleanse facial plus a one-hour Hot Stone massage	120 Mins	360,000
Maisha Indulgence - Body scrub, Fruit body wrap and an Aromatherapy massage	150 Mins	350,000
Couple's Treat – Unwind with your favorite person. Any Body scrub and either a Deep Tissue or Aromatherapy massage	90 Mins	580,000
Maisha Serenity – A choice of an Anti-Ageing facial and an Aromatherapy massage A choice of a Skin Specific Solutions facial and an Aromatherapy massage	120 Mins 120 Mins	426,000 380,000
Maisha Resurgence – Mini facial with a Full Back massage	60 Mins	209,000
Maisha Feel Good – Body scrub, a Skin Specific Solutions facial and either an Aromatherapy or Deep Tissue massage	140 Mins	503,000
Maisha for Men – Aromatherapy or Deep Tissue massage and a TFM Facial	120 Mins	435,000