A collage of people getting massage

Description automatically generated

Terms and Conditions

**1. Appointments:**

- **Booking**: All appointments must be booked in advance, either online, via phone, or in person.

- **Confirmation**: Clients will receive a confirmation of their booking via email or SMS.

2. **Cancellation Policy**:

- **Notice Period**: Clients must provide at least 24 hours' notice to cancel or reschedule an appointment.

- **Late Cancellations**: Cancellations made less than 24 hours before the appointment time will incur a cancellation fee of 50% of the service cost.

- **No Shows**: Clients who do not show up for their appointment without prior notice will be charged the full cost of the booked service.

3. **Late Arrivals**:

- **Reduced Session**: If a client arrives late, the session will still end at the scheduled time, and the full session fee will apply.

- **Rescheduling**: Clients arriving more than 15 minutes late may need to reschedule, and a cancellation fee may be applied if the appointment cannot be filled.

4. **Payment**:

- **Methods**: Payment can be made by cash, credit/debit card, or online payment at the time of booking.

- **Deposits**: A deposit of 20% may be required at the time of booking to secure the appointment.

5. **Health and Safety**:

- **Consultation**: Clients are required to complete a health consultation form before their first treatment.

- **Health Updates**: Clients must inform the therapist of any changes in their health status or medical conditions before each treatment.

- **Contraindications**: The therapist reserves the right to refuse treatment if it is deemed unsafe or inappropriate for the client's health condition.

6. **Privacy and Confidentiality**:

- **Data Protection**: All client information is kept confidential and stored securely in accordance with GDPR regulations.

- **Privacy**: Client information will not be shared with third parties without consent, except where required by law.

7. **Therapist Cancellation**:

- **Notice**: If the therapist needs to cancel or reschedule an appointment, clients will be given as much notice as possible.

- **Rescheduling**: Clients will be offered the next available appointment that suits them or a full refund if prepayment was made.

8. **Code of Conduct**:

- **Respect**: Clients are expected to behave respectfully towards the therapist. Any inappropriate behaviour will result in the immediate termination of the session and full payment will be required.

- **Professionalism**: The therapist will maintain a professional standard and create a safe, respectful environment for all clients.

9. **Liability**:

- Limitations: The therapist is not liable for any adverse effects or injuries resulting from treatments provided if all relevant health information has not been disclosed by the client.

- Insurance: The therapist holds professional liability insurance to cover any potential claims.

10. **Contact Information**:

- Phone: Sara 07946441485

- Email: sguselli13@gmail.com

**Acceptance**:

By booking an appointment, clients agree to these terms and conditions.