

# TERMS AND CONDITIONS FOR THERAPY TREATMENTS.

Updated on: 01-10-2024

By booking a treatment with me, you agree to the following terms and conditions. These terms govern the relationship between the client and therapist/practitioner for the provision of manual and complementary therapy services.

## 1. Booking Process

- All bookings must be made through our online system. In exceptional circumstances, bookings can be made via phone, or in person.
- A booking is confirmed upon receipt of a confirmation email or message.
- You must provide accurate personal information at the time of booking to ensure smooth communication and treatment delivery.
- All treatments are subject to availability and indications/contraindications.

## 2. Payment Terms

- Full payment or Non-refundable deposit of 50% must be made at the time of booking or immediately after the treatment session unless an alternative arrangement has been agreed in writing.
- Payments can be made via credit/debit card, bank transfer, or in cash.
- For packages or block bookings, payment plans may be available upon request and will be detailed in a separate agreement.

## 3. Cancellation and Refund Policy

- Client Cancellations:
  - Cancellations made more than 48 hours before the treatment will be eligible for a refund minus non-refundable deposit or rescheduling of the session.
  - Cancellations made less than 48 hours before the appointment or no-shows will be charged the full session fee.
- Cancellations by the Therapist/Practitioner:
  - In the unlikely event that I need to cancel or reschedule your treatment, you will be offered an alternative date or a full refund.

## 4. Changes to Booking

- Any requests to reschedule a session must be made at least 6 hours in advance, subject to availability.
- Rescheduling within 6 hours of the appointment may incur an additional fee of £20 (after payment of fee received, your new booking for a rescheduled date will be confirmed).

## 5. Late Arrival Policy

- If you are late for your appointment, the treatment may be shortened to accommodate the next client. The full session fee will still apply.
- If you are more than 20 minutes late, we may need to cancel the session and apply the late cancellation/no-show fee of treatment session.

## 6. Medical Conditions and Health

- It is your responsibility to provide accurate and complete information regarding your health and medical history prior to your treatment.
- The therapist/practitioner will not diagnose any issues or provide you with an official diagnosis.
- It is your responsibility to consult with your physician, doctor, GP prior booking the appointment, especially in case if you have undiagnosed pain, undergo treatments or therapies with your primary health provider or doctor, and/or you have acute health issues, or any medical issues that potentially may interfere with safety of treatments.
- You must inform your therapist of any changes to your health condition or medication prior to each session.
- I (the Therapist/Practitioner) reserve the right to decline treatment if, in my professional opinion, it is unsafe to proceed due to medical reasons. In such cases, we will recommend that you seek

medical advice before continuing. In this case I may not charge you for the lost apportionment but deposit remains non-refundable.

#### 7. Client Responsibilities

- Clients are required to follow all instructions provided by the therapist during and after the session to ensure safety and effectiveness.
- Clients are required demonstrate an appropriate and socially acceptable behaviour all the time.
- Clients must wear appropriate clothing and adhere to any hygiene standards as requested by the therapist.
- If it is client's first apportionment, the client must ensure that the client must arrive 15 min earlier to fill out required intake forms and other documents. Not following this 15-min rule will result in shorter treatment time because intake forms and other paperwork must be done prior to treatment start and is mandatory.

#### 8. Confidentiality and Privacy

- All personal and health information you provide will be treated with strict confidentiality and in accordance with GDPR.
- Your data will not be shared with third parties without your consent, except where required by law.

#### 9. Treatment Expectations

- Manual and complementary therapies are complementary to, but not substitutes for, medical treatments. The results of such therapies can vary from person to person. Benefits of such therapies and approaches can't be guaranteed.
- No guarantees of specific outcomes are provided, and any advice or guidance given during a session should not replace medical consultation from a qualified medical health professional (doctor, GP, physiotherapist etc).
- Your therapist may recommend follow-up sessions based on your condition, but the decision to proceed is entirely up to you.

#### 10. Liability

- Therapist/Practitioner is not responsible for any adverse effects resulting from the failure to disclose medical conditions and/or failure to consultation with your primary health provider/physician prior attending the treatment session (or making a booking) or follow post-treatment advice.
- I will not be held liable for any loss, injury, or damage that occurs during or after your treatment, except where such loss or damage is a direct result of negligence on my part.
- It is the client's responsibility to ensure they are physically, psychiatrically and medically fit to undergo treatment.

#### 11. Gift Vouchers and Packages

- Gift vouchers and pre-paid treatment packages are valid for 6 months from the date of purchase.
- Vouchers and pre-paid treatment packages are non-refundable and non-transferable.
- Treatment packages must be completed within the specified period. Any unused sessions at the end of the period will be forfeited.

#### 12. Code of Conduct

- We expect all clients to behave in a respectful and appropriate manner towards therapist and premises. We reserve the right to terminate any session or refuse service if a client's behavior is deemed inappropriate or disruptive. In such cases, no refunds will be given and, in case of deposit, full fee for the session will be due to be paid immediately. No further booking will be allowed.

#### 13. Force Majeure

- I will not be liable for any cancellations or treatment delays caused by circumstances beyond my control, including but not limited to natural disasters, strikes, or technical failures.

#### 14. Amendments

- I reserve the right to modify these terms and conditions at any time. Any changes will be published on our website (including in form of attached file).