Terms and Conditions

1 Overview

Massage therapy is a therapeutic technique used for the purpose of stress reduction, relief from muscular tension and increasing circulation.

Massage therapy and the treating practitioner is not able to and will not diagnose illness, disease or any physical or mental disorder. Massage therapy is not a form of medical treatment and by booking you agree you do not expect this to be part of the service you receive.

1.1 Assessment of client

By booking you agree to have an assessment of your body which may include but is not limited to range of movement exercises, assessment of pain and collecting Information on your background such as occupation, mental health, and sleep quality. Any aspect of the assessment which is assessed by the practitioner can be explained and justified by practitioner.

1.2 Treatment (Sport massage, stretching and associated techniques)

Sport Massage, stretching and associated techniques therapeutic technique used to treat muscle adhesion, pain and tightness. The nature of the treatment can be painful however the limit of pain experienced will be indicated to you at the start of the session. These techniques can inflict damage, bruising swelling and pain.

1.3 Treatment to sensitive area(s)

If treatment has been suggested by the client or practitioner to include sensitive areas such as the chest, hip flexors, groin, glutes, buttock, inner thighs consent will be asked for before the session.

If a client has refused treatment to these areas before the session and changes their mind the practitioner can treat these areas indicated by the client.

1.4 Liability

Any information or services available throughout or in connection with the website, or at any treatment given by the treating practitioner, do not constitute medical advice and it is your responsibility to determine, through obtaining appropriate medical advice, that you are fit and well for such treatment. It is not the responsibility of the business or treating practitioner to assess this for you. Prior to treatment you should consult with your doctor first.

It is the responsibility of the client to ensure all medical records and information are up to date as the business and/ or practitioner is not liable for missing/ outdated records.

We exclude all liability for any action you take, loss or injury you may suffer (direct or indirect including loss of pay, profit, opportunity or time, pain, and suffering, any indirect, consequential or special loss, however arising) as a result of relying on any information on this website or provided through any service supplied by us to you.

You, your heirs’, and your legal representatives release, waive, discharge and covenant, not to sue the treating practitioner or business for any death or injury caused by their negligence or other acts.

2 Booking and Cancellation

2.1 Booking

Booking a session requires full payment upfront which is non-refundable using the client portal link. It is the responsibility of the client to show up to the scheduled appointment on time. Circumstances such as road closures, traffic and other unpredictable events which delay the starting time of a session cannot and will not be made up for in the same or future sessions.

2.2 Cancellation

Cancelling a session requires 7 day’s notice. As stated in section 2.1 bookings are non-refundable. If cancellation is required in the 7 days prior to session start time, contact should be made with the treating therapist. The treating therapist may allow for the transfer of the session to another person such as a family or friend (of the client) if they can commit to the same session day and time.

2.3 Transfer of Session (Due to Cancellation Requirement)

You (the client) are responsible for collecting and sending the requested data to the treating practitioner during the day of cancellation or up to 12 hours before the starting time of session.

3 Behaviour

Both the treating therapist and client are expected to behave in an appropriate manor during sessions. The client is not expected to engage in any inappropriate behaviour and if found doing so will not be tolerated. Acts of an inappropriate nature include but are not limited to; bullying, harassment, physical/ mental/ verbal abuse and/or acts of a sexual nature whether verbal/ physical.

The treating therapist holds the subjective discretion to deem if inappropriate nature is committed during the session. In cases where inappropriate nature is committed the practitioner has the authority to end the session immediately without refunded and can refuse to take future bookings. If deemed appropriate legal action and reporting to local authorities may occur.

4 Pricing

Prices are subject to change due to reasons such as but not exclusive to, inflation, yearly increases and promotional deals.

5 Use of photo, video, and digital media

If the clients wish to use electronic media to record any element of the session this must be discussed prior to getting undressed. The practitioner may refuse to let digital media be used during a session without reason. If refused and the client does not want to continue with the session, they are not due a refund on the service they have purchased.

If the treating therapist wishes to use electronic media of any sort this will be discussed with the client. The client can refuse electronic media. The media recorded can/ may be used for promotional material.

6 Appropriate clothing

6.1 Underwear must be worn by all persons wishing to be treated (excluding bras for females). Towel(s) will be used to protect modesty and provide warmth during sessions.

6.3 Use of Towel(s)

A towel will be used to protect the client’s modesty during session. Due to the nature of massage, gravity, and movement the client may make the towel can be susceptible to movement during a session. If moved the treating practitioner will make best efforts to move the towel to protect the client’s modesty again.

6.4 Damage to clothes or property

Damage to clothes or property during sessions from lotions/ creams or other reasons will not be insured or covered by the treating practitioner or business.

7 Complaints

If a complaint is to be made before, during and/or after treatment please contact the treating therapist directly to discuss further. Feedback is welcome and this will be used to help improve treatment for both clients and practitioners. If a complaint is made publicly the business and/ or treating therapist will not be able to make any amendments/ appeasements. Legal action may be taken by the business or therapist depending on the nature and severity of complaint.