

## FAQ

### **Cancellation Policy**

Please be aware that:

- Appointments cancelled within a 24 hour notice period will incur a charge of 50% of the treatment fee.
- Missed appointments or same day cancellations will result in 100% of the treatment fee being charged.
- If you are unwell please do not attend the appointment.
- **Note:** I cannot treat you if you are suffering from an acute injury, fever or skin infection.

If you need to cancel your appointment, you can either log in to [reschedule](#), [text](#) or [email me](#).

Unfortunately, there may be occasions I need to reschedule or cancel your appointment at short notice, due to illness. I will endeavour to rearrange within a reasonable time period.

### **Appointment Times**

Please arrive promptly for the start of your appointment. Please do not arrive more than 5 minutes early.

If you arrive late for your appointment, your treatment will end at the original end time, meaning your session will be short. I have a full schedule and cannot accommodate lateness. The full fee will still be payable.

All sessions are scheduled for 60 minutes, however may run over slightly to complete the treatment if necessary.

### **Client Questionnaire & Health Conditions**

All new clients will be requested to complete a Client Questionnaire form before a treatment commences. GP/Consultant permission may be required before treatments can commence.

All existing clients are responsible to update me of any changes to your medical circumstances before your treatment commences on subsequent visits.

## **Planning your treatment**

When you schedule your treatment, please note that a massage is very intensive, and no strenuous activity should be undertaken for the remainder of the day. Please do not have a treatment prior to a gym session/sports session/active job. You should also ensure you remain well hydrated on the day of the appointment to help flush away toxins released during the massage.

## **Age Restrictions**

You must be over the age of 17 to receive a treatment without the presence of a parent or guardian.

## **What to Wear**

Please either arrive, or be ready to change into a pair of shorts/leggings and a t-shirt/strappy top. Sports kit is usually fine. You may be asked to remove items of clothing, however, towels will be used throughout the massage to ensure privacy at all times.

## **Payment**

Payments methods are: cash or card; or online transfer within 7 days of the appointment.

## **Packages**

Once a package has been purchased, it is non refundable or transferable. Sessions bought in bulk should be paid for at the first of three appointments.

## **Vouchers**

Vouchers purchased as gifts do not have an expiry date.

## **Inappropriate Behaviour**

I have the right to terminate a treatment immediately if I feel any client demonstrates what I consider to be inappropriate behaviour.

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