



# GREEN SPACE SPORTS MASSAGE

ENHANCE BODY BALANCE AND ALIGNMENT

## **Terms and Conditions**

### **Appointments**

Appointments can be made in a number of ways including through the website, by telephone, by email, or at the clinic (re-bookings only).

A full physical consultation will be offered at the first appointment, where the client will be asked to complete a registration form prior to the treatment. It is advised that the registration form is completed before the first visit to save time. On the first visit, the therapist will meet with the client at the reception entrance of the building and will be shown to the treatment room.

### **Package Deals**

Appointments must be paid in full at the point of booking in order to receive the advertised price reduction. If the client chooses to purchase a package of massage treatments at a reduced price and finds the treatment unsuitable, alternative treatment equivalent to the same value or lower will be offered. Packages which are sold are non-refundable, but may be changed within the relevant pricing alternatives.

### **Cancellation Policy**

Green Space Sports Massage requires a minimum 24 hours' advance notice if the client wishes to cancel or reschedule an appointment. Failure to attend an appointment with less than 24 hours' notice of cancellation will be charged 100% of the treatment fees. Please note that future services may be denied until payment is received.

### **Late Arrivals**

If the client arrives late for a scheduled appointment, the session may be shortened in order to accommodate other clients whose appointments are to follow. Depending upon how late the client arrives, the therapist will then determine if adequate time remains to start the treatment. Regardless of the length of the treatment actually given, the client will be responsible for the "full" session, however the therapist will do their best to satisfy the scheduled time.

## **Confidentiality**

All client information and clinical records will not be shared, sold or distributed without your consent unless required to do so by law. Consultation and client treatment details will not be discussed with anyone other than the client unless the client is less than 18 years of age, or has a care worker or guardian.

## **Liability Statement**

Any information or services available throughout or in connection with the website, or at any treatment given by Green Space Sports Massage, do not constitute medical advice and it is the responsibility of the client to determine, through obtaining appropriate medical advice, that they are fit and well for such treatment. Where appropriate, before commencing any treatment, the client should consult with their doctor first.

It is the duty of the client to provide accurate and true medical and personal information, given to the best of their knowledge, and ensure that Green Space Sports Massage is fully informed of any change in details of medication, symptoms, medical concerns or treatments for which are presently being investigated or undergoing treatment. The therapist cannot be liable for any incorrect information.

The therapist may decline treatment to any client or part of their body with just and reasonable cause. Green Space Sports Massage reserves the right to terminate any appointment at any point if they believe it is not safe or in the client's best interest to continue further. Equally, the client has the right to refuse, modify or terminate their treatment at any point, regardless of prior consent given.

## **Disclaimer**

Green Space will ensure that all information contained on the website is correct as best to their knowledge, however, we do not accept any liability for any error or omission. We exclude all liability for any action taken, loss or injury the client 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 the website or provided through any service supplied by us to the client.

All personal items should be kept with the client and Green Space Sports Massage shall not be responsible for any damage or losses of the items which may be incurred.

## **Our Promise**

Our therapists will always be honest and open with the client if it is not appropriate to have a sports massage treatment.

By booking and attending a treatment, it is taken as proof that the client has read, understood and agree to the Terms and Conditions as described. The client understands that any therapies they may undertake are done so voluntarily on the

understanding that they have read and abide by the Terms and Conditions as set out above.

These terms and conditions are for the benefit of the client, and the Green Espace Sports Massage Therapist.