



## **TERMS & CONDITIONS**

### **PLEASE READ CAREFULLY**

#### **Booking Policy**

Deposit is required for bookings. Your appointment is not confirmed until the payment has been received. You must complete deposit payment within 15 minutes, if you are failed to follow the rules we are entitled to cancelled your original appointment and we are entitled to reschedule an appointment for another client. Deposit are non-refundable.

#### **Cancellation Policy**

We respectfully ask that you provide us at least 24 hour notice of any schedule changes or cancellation requests. Please understand that when you cancel or miss your appointment without providing a 24 hour notice we are often unable to fill that appointment time. This is an inconvenience to your therapist and also means our other clients miss the chance to receive services they need.

Please be aware that appointments cancelled within a 24 hour notice period or if you do not turn up for your appointment – this will incur the full charge of the treatment.

#### **Late Arrival Policy**

We are holding your booking for 10 minutes. If you are more than 10 minutes late your appointment will be cancelled and your booking fee will not be refunded. Arriving after your appointment time may result in loss of time from your massage so that your session ends at the scheduled time. Full service fees will be charged even when sessions are shortened due to late arrival. In return we will do our best to be on time, and if we are unable to do so we will add time to your session to make up for our late arrival or adjust the service charge accordingly.

#### **Reschedule Appointment**

You can reschedule your appointment for a new date with at least 24 hours notice, if you wish to reschedule on the same day please inform us 1 hour in advance before your appointment.

#### **Refund Policy**

If you are unhappy with our service please inform us within 10 minutes after the session started. Later than 10 minutes the booking fee will not be refunded.

#### **Shower Policy**

Please be aware that your shower time is included in the session and will be deducted from the treatment session, we will not add extra time for the shower.

#### **Inappropriate Behaviour Policy**

Massage therapy is for relaxation and therapeutic purposes only. There is absolutely no sexual component to massage whatsoever. Any insinuation, joke, gesture, conversation, or request otherwise will result in immediate termination of your session and a refusal of any and all services in the future. You will be charged the full service fee regardless of the length of your session.

**\*\*\* If you are pregnant or having medical conditions or illnesses please inform our staff. We will not responsible to you for any loss that you may suffer.**