

Terms and conditions of booking for face-to-face and online sessions

What to expect from us

You can make a booking through our website by choosing our online services and booking link

Your payment details will be requested at the time of booking and payment will be collected when you make a booking.

Full payment of the session fee is due at the time of booking.

On booking, you will be asked to complete an online intake form requiring your medical history, Covid-19 form plus informed consent to attend the session.

Once your booking is successful you will receive a confirmation email which contains details of your appointment PLUS everything you need to do to prepare for your session.

You will receive an invitation to your first online/face to face consultation. If you’re having online consultations we may ask for you to have a first time practice run through ahead of your appointment to ensure everything is set up for you.

**\***Please inform your therapist if you have consumed alcohol prior to your treatment

At the time of your appointment we will wait for you in the reception area and guide you to the consultation room or meet you in the agreed online meeting room. We ask that you arrive at least 5 minute prior to your scheduled time.

We will ensure that your consultation is performed in complete confidentiality. We will use headphones and a microphone for privacy and clarity.

We will work with you using the information you have provided to us both online and/or during the face-to-face consultation to create a bespoke after care protocol tailored to your needs.

Please note that your requirements will change as you progress through treatment.

We will create a treatment plan and make recommendations for future sessions based on your specific needs.

What we expect from you

CUSTOMER RESPONSIBILITIES

By making a booking you agree to provide complete, correct and true information including without limitation billing and payment information.

Once your booking is accepted and confirmed by the Practitioner, you will receive confirmation of your appointment by email.

As the person making the booking, you are responsible for:

Full payment of the applicable treatment/massage fee;

Ensuring the Practitioner has access to your online details which must, in all cases, be available via a secure internet connection.

Complying with any requests within your confirmation for attendance at your appointment eg. clothing, equipment and attention to the privacy of your session.

Completing and returning all intake forms and paperwork at least 48 hours prior to your appointment

Arriving **on time** for your session. Late arrivals will result in time lost from your treatment/massage which will be charged in full.

Failing to attend will be charged in full.

More than one missed appointment may result in no further appts being accepted.

All treatment/massage fees are payable through our booking system via our **website**

Please note that all fees and charges are exclusive of VAT and VAT will be charged by the Practitioner at the prevailing rate where applicable.

We ask that you use headphones and a microphone for privacy and clarity during your online consultation. You must treat this consultation as any other private therapy consultation. No one else must be present and recording of the session is prohibited.

In addition to the responsibilities noted above, it is your responsibility to provide complete and accurate information at the time of booking. Failure to provide complete and accurate information may result in a rejection of your booking request, cancellation of your booking or an inability of the booked Practitioner to provide the online session as requested. Such failure may also result in loss or incorrect delivery of your booking confirmation.

Please see our privacy policy for how we use your information.

PRICES

The price of each session varies according to the type and duration of the therapy session you book.

Prices are set from time to time and the Price you will be required to pay for a specific session will be determined by reference to the Session Prices in force at the date when that Treatment/Massage is booked.

Full treatment and therapy menu and prices are set out on booking through our online scheduling platform.

FORCE MAJEURE

Every effort is made by the therapist to provide the service booked by you, the customer. However some circumstances beyond our control may prevent this. Examples include (but not limited to) the following, all of which make it impossible to meet our obligations;

Adverse or severe weather conditions such as heavy snowfall, avalanches, floods or earthquakes

Road traffic accidents

Unforeseen traffic delays or road closures

Warfare and acts of terrorism (and threat thereof)

Industrial dispute and labour strikes action

Civil disruption.

Problems caused by other customers

Significant risk to human health such as the outbreak of serious disease, epidemic or pandemic.

Natural or nuclear disaster.

Fire, chemical or biological disaster.

Unavoidable technical problems.

All similar events outside of our control.

If our obligations are affected by force majeure we will not refund the cost of the booking, pay you compensation or be liable.

For the purposes of these booking conditions Force Majeure means any event beyond our control, the consequence of which could not have been avoided even if all reasonable measures had been taken.

Indemnity

Content on **our website** which is made available as part of our booking services is provided for your general information purposes only. Nothing contained on our website or communication as part of our booking services constitutes, or is meant to constitute, advice, opinion or guidance of any kind. We are not a healthcare provider nor do we provide medical advice or medical treatment. References in our website and elsewhere to "Treatment" and "Therapy" or any similar terms do not refer to medical treatment or medical therapy. The information presented on our website and otherwise as part of our booking services is not intended to diagnose health problems or to take the place of professional medical care. Should you have a medical issue you should always consult with a qualified medical professional.

CANCELLATION POLICY

We understand that sometimes things change and appointments have to be rearranged.

**“This isn’t just a job to me, I’m passionate about how I earn my living.”**

We ask all our clients to give notice of cancellation 24 hours before their treatment appointment. Failure to do so will incur the full appointment fee.

A personal note from Janet Lee

**“My clients understand the importance of attending appointments on time, on the rare occasion where appointments have to be rearranged, the sooner they let me know, the quicker we can reschedule.**

**If there is a need to cancel, a 24 hour cancellation policy is in place.**

**Thank you for your continued business and let's all work together to keep the appointment system flowing”**