

Therapy 4 Body and Mind – Terms and Conditions

Bookings for Massage

You can book a massage through the website, Facebook page or by calling me.

Please contact me with at least a fortnight in advance of wanting a massage if it is in your home. I can occasionally accommodate short notice appointments but will still require 48 hours' notice. Please note that if you are a new client, I might request an upfront payment of £15 which is taken off the cost of your treatment, this covers you in case of any last-minute changes or cancellations.

If it is for an event, then I will require as much notice as possible but a minimum of 4 weeks in advance. There will also be an initial fee of £20 (if the event is further away or requires overnight accommodation this will also be charged upfront), this is to cover the cost of last-minute cancellation or no shows. It will of course be taken off the final payment.

Bookings for Coaching

You can book an initial coaching meeting through the website, Facebook page or by calling me. All coaching clients will have an initial conversation which will be free of charge, as part of this conversation we will discuss what your needs are, costs and what the next stage is. A meeting will then be scheduled to do the paperwork and agreement, the agreement will detail the terms and conditions for this service.

Late Arrival, Changes and Cancellations

If you are running late for a treatment, please let me know as I understand things can suddenly happen. Please note that this might mean that your treatment is shortened or required to be rescheduled.

Where it must be rescheduled or cancelled and you have not already paid a fee, if it is less than an hours' notice, a £15 charge will be requested. As I am sure you understand this time has been allocated to you and I incur charges which cannot be made up within that shorter time frame.

Should it be within 24 hours there is no charge for rescheduling or cancellation. However, should you rebook for a treatment at a later date, then an initial booking fee of 50% will be requested. This will be taken off the total cost of the massage on completion of the treatment.

If the cancellation is due to Covid or illness, it will be discussed and at my discretion on a case-by-case basis. I appreciate your understanding on this.

Payments

Payments, whilst online transfer to my business account is preferred, I am also happy to be paid in cash. Should you wish a receipt, please let me know and I will do one in advance and provide it to you at the end of the treatment.

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Threatening behaviour, bad language, or behaviour of a sexual nature

These will not be tolerated at any point. Should this happen, you will be asked to leave the room immediately and charged for the treatment or loss of time as per the cancellation policy.

Where I am at your home, I will request that you provide space for me to collect my things and leave. Again, you will be charged for the cost of the treatment or lost time. Should I feel that it is not safe for me to remain at the property to collect my equipment, I will leave and call the police to help recover the items left behind.

Additional items...

I have insurance and risk assessments, should you wish to see these please let me know and I can show you these at an initial meeting. Please note, that I don't send these items out or have them on my website or Facebook page.

I would consider this initial meeting if not part of a paid treatment, to be a consultation session and there is a £15 charge.

I have other policies in place, where I am working from at an event, office building or other professional location, I will refer to their policies and they will supersede mine when and where relevant. I will expect all my clients adhere to these and will inform them if there is anything that would not be part of my standard practice.

Your statutory rights

The fees for all therapy be them massage or coaching, may be increased at any time. Clients will be given a minimum of 14 days' notice prior to any increase.

Pricing on associated webpages, social media, or webpage will be amended without notice. These terms and conditions do not affect your statutory rights as a consumer.

Complaints Procedure

In the event that you wish to complain, I would ask that you initially talk to me or email me at: therapy4bodyandmind@gmail.com

Should you have concerns of professional misconduct, then this can be raised with the Federation of Holistic Therapists.

Branding and logo

This branding and name are registered and licensed to me Nicola Manuel, trading as Therapy 4 Body and Mind. You cannot copy, use, or link to any material with the logo, or the logo itself without prior written agreement by me, or Therapy 4 Body and Mind.

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Massage Disclaimer

Massage is therapy for relieving muscular tensions, increasing circulation, and reducing stress in the body (and to a degree the mind). Sports massage like any other form of massage treatment is no substitute for professional medical care or counselling. It is your responsibility to ensure you are fit and well to undergo the treatment.

I am not able to diagnose a condition, disease or illness or prescribe medications, but I can advise that you seek professional guidance or treatment from a professional practitioner for the issue e.g., Dr, Personal Trainer, Chiropodist, etc.

You as the client have a duty to provide accurate personal and medical information to the best of your knowledge. This will need to be updated every time you attend for a massage session, to ensure I have accurate information to be able to base your treatment plan on.

I have a duty of care to you and myself, I will refuse to treat any client or a part of their body if it is not safe to do so. Likewise, the client or guardian if under 18 can refuse, modify, or even terminate the treatment at any point regardless of previous agreement.

As part of the consultation something might become apparent that stops the rest of the treatment from continuing. It might be that you are requested to get a referral letter from your Dr, or other professional before treatment can be rescheduled. It is your responsibility to do this and pay for any costs incurred before treatment can go ahead.

I will not be held liable for any action you take, loss or injury you may suffer (direct or indirect including loss of earnings, opportunity, pain and suffering or other losses however they arise) as a result of relying on the information through a service provided to you by me or through my social media or information on my website.

The terms and conditions may change, by using the service or reviewing the pages associated with Therapy 4 Body and Mind, be it social media or website you are accepting you are bound by these terms and conditions. It is advisable to check these on a regular basis, as any changes will supersede any and all previous agreements. This is governed and interpreted under and in accordance with the consumer law. By continuing you consent to non-exclusive jurisdiction of the English Courts.

Social media, links, and websites

No obligation or liability will be accepted for information shared through social media pages, links or websites. Nicola Manuel and Therapy 4 Body and Mind is not responsible for these pages content, services or anything else provided by them. Pages, links or other material is shared with you as something that may be of interest.

Usage of the social media pages, websites or associated pages is done so at your own risk, by using them you are bound by these terms and conditions. You must not post, share or upload any material which is defamatory, threatening, racist, offensive, pornographic, obscene, would be considered harassment, violate others' rights or be considered infringement of intellectual property or in any way shape or form unlawful. Transmission of viruses, or material that would be considered threatening or constitute hacking, misrepresentation of any type and anything that limits usage or enjoyment of the social media pages,

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and websites will not be tolerated. Anything that damages, destroys or brings into disrepute the brand Therapy 4 Body and Mind or Nicola Manuel will be breaking these terms and conditions.

I reserve the right to remove, edit or refuse to post any information or material that would breach these terms and conditions. I also reserve the right to block access and take action that is reasonable, including disclosing information as required by law or regulation. I will fully comply with my duties and co-operate with any authority investigating an unlawful activity.

Please see the privacy notice for information on sharing of personal data.

As mentioned in the disclaimer, I will not be held liable for any action you take, loss or injury you may suffer (direct or indirect including loss of earnings, opportunity, pain and suffering or other losses however they arise) as a result of relying on the information through a service provided to you by me or through my social media or information on my website.

I reserve the right to amend, remove or stop any service, social media page or website without notice.

