



Massage Terms & Conditions

To help us provide the best possible service to you and as a courtesy to our therapists, we have developed and apply the following terms and conditions. By booking a massage or purchasing a gift voucher with Soo Williams Massage you are agreeing to these terms and conditions.

General

All our Massage therapists are trained professional remedial and relaxation massage specialists.

Our massage provides only professional, health and well-being-focused massage.

Please address your massage therapist the way you would a physiotherapist, chiropractor or medical doctor.

Soo Williams Massage reserves the right to change prices and services without notice.

Bookings, payments and deposits

An online booking system has been setup so you can pick a preferred time that suits you. Here is a [Link](#).

Bookings can be made in advance up to 3 months.

You will receive an email notification of your booking date and time and some helpful information.

On your booking confirmation email there is also a link to cancel your appointment up to 48 hours in advance

You will also receive a SMS reminder 24 hours prior to the appointment

Please be considerate of your therapist and arrive on time at your appointment

First time clients are required to pay a \$29 deposit to secure your appointment, please send a deposit by Bank Transfer to Natural Therapies with Soo, BSB: 923100 Account Number: 302686927.

It would be greatly appreciated that all NEW CLIENTS could please arrive at least 10 minutes before your appointment start time so as to complete necessary paperwork.

Payment must be received in full at the time of the service.

Cancellations & changes to your appointment

We require a minimum of 24 hours' notice to cancel or reschedule an appointment.

If you cancel your appointment prior to the 24-hour notice period and have paid a deposit (\$29), the deposit will remain as a credit against your account. Please note: We do not offer refunds for canceled appointments.

Appointments canceled within the 24-hour of your appointment will incur a 50% (\$14.50), (of your booked service) cancellation fee.

Any no shows or cancellations with less than 4 hours' notice are not eligible for a refund and will incur a 100% (\$29), cancellation fee.

Any cancellations or changes to you booking must be communicated by telephone, email or through the online booking software.

If your therapist is delayed

We generally allow enough time between massage session to ensure your massage therapist will always run on time and not be delayed.

In the event that your therapist is held up you will be advised by telephone, and we will endeavour to ensure the length of your massage will not change. If the length of your massage is affected in any way, we will offer a complimentary gift voucher to the equivalent value of the effected booking.



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If you are running late

Please let us know by telephone or SMS as soon as possible if you are running late or are not ready to commence your massage at the arranged time. We will try to accommodate you as best as possible.

Please note that due to scheduling constraints, your therapist may still have to conclude your massage at the scheduled finish time.

If your therapist needs to cancel your appointment

If we have to cancel your appointment due to the therapist being unwell or unavailable, we will notify you via, phone, sms and email.

We will make every effort to reschedule your appointment to a time that is convenient for you.

Any deposits that have been made for the cancelled session will be applied to your account as credit. If we cannot accommodate you in finding a convenient time to reschedule, we will refund your deposit on request.

Gift Vouchers

Gift Vouchers are non refundable.

Gift Vouchers cannot be redeemed for cash.

No discounts apply when purchasing or redeeming vouchers (unless a special offer is available when purchasing the gift voucher). You are unable to apply a birthday discount off a gift voucher redemption.

Personal Conduct

Underwear must be worn at all times, throughout the duration of the massage.

Your therapist has the right to cancel the massage and leave the premises immediately if there is any harassment either physical, sexual or verbal. This could result in a police report being filed if the charges are deemed to be of a serious nature.

Your therapist will use towel draping to respect your privacy during your massage. The therapist will only uncover that the part of your body that they are working on at that time.

If for any reason you are uncomfortable or need specific attention at any point during your massage, please notify your therapist immediately.

If you prefer more or less pressure during your massage, or if you need a glass of water, a tissue or would like to change the style of massage during your treatment, it's important that you inform your therapist immediately and they will do their best to accommodate your request.

Health Conditions

Please advise us of any special health conditions or medications when scheduling your appointment as it may impact your selected treatment.

If you experience any of the following, we strongly advise you consult your doctor before your treatment to obtain their approval:

- high/low blood pressure
- heart conditions, allergies
- physical ailments
- surgery
- pregnancy
- or any other medical conditions

For remedial and therapeutic treatments, you will be given a form to complete regarding your health record at the time of your booking. This will allow your therapist to correctly prepare for your massage and provide the best possible treatment for you.



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Massage Membership

Membership entitles you to the number of hours you purchased Per Month. Your weekly Direct Debit will automatically renew on the same day every week on a week by week basis.

All your membership payments are handled via Square where you submitted your card details when you set your membership.

A member can roll forward their unused member massage credit for a period of up to three months (90 days). Any unused hours will expire after 90 days after you cancel your membership.

Any member account credit is only redeemable for massage, reflexology or healing services hours and is not redeemable for cash.

Unused account credit remains as a hours credit balance and may be used as hours credit against a purchase of a massage.

In the event of canceling your membership unused credit will expire and be forfeited in 90 days.

Any updates to a member's personal details are required to be advised by the member, including residential address, email address and/or phone number

Any changes to your credit card or account information should be advised prior to the next Direct Debit date on Square.

Canceling Or Freezing a Soo Williams Massage Membership

Soo Williams Massage allows you to Freeze your weekly membership payment for a maximum of 3 month every year.

While your membership is frozen, your Benefits will be unavailable, but when you resume your Membership, your Benefits will continue to carry over from exactly where you left off with us – your three-month freeze will not be counted towards your 3-month “roll over”.

In the event of cancellation of membership, any remaining balance will expire and be forfeited on your final cancellation date.

In the event your wish to cancel your membership, a notice period of one (1) month is required, and a commitment to pay for one (1) month membership applies. During this time, you can continue to use the massage credit and service.

Client Information

All personal information held by Soo Williams Massage is treated as private and confidential. It is to be used solely by Soo Williams massage and will not be disclosed to other parties.

Personal information may be used to inform clients about other products and services that may be of interest (by means of telephone, email, or post). Client details will be removed from the mailing list upon request.

Complaints

It is the intention of Soo Williams Massage to provide clients with a high level of customer service at all times. However, if dissatisfied at any time please contact through support@soowilliams.com or telephone 0434 908 635.

If dissatisfied during a treatment, please advise at the time, and all will be done to resolve the matter.