

# HOLISTIC MASSAGE



## Terms and Conditions

### Booking

1. To book your holistic massage please contact me by phone or email, stating which treatment you would like.
2. When a date/time for your treatment has been agreed, you will be sent an email confirmation, usually within 1-3 days. If you do not receive this, please check your 'junk mail' and contact me if not received.

### Pre-treatment consultation

1. New clients are required to complete the online consultation form in advance of their first treatment. I may ask you to complete and re-submit this form if you do not have regular treatments from me or your health/medical condition changes over the course of your treatments.
2. I will spend a few minutes before your treatment to check in with you, so that you gain the most from your treatment as possible.
3. If there are contraindications that mean it is not suitable for you to receive holistic massage from me, I may be unable to treat you and will recommend an alternative therapy/therapist or NHS referral instead.

### My home – your treatment

1. My home is a special place where I have welcomed many clients over the years. I prepare the space especially for you and aim to make it as clean and comfortable as possible, but please note it is my sanctuary as well as yours, and not a salon-environment.
2. Please remove your shoes on arrival and before entering the massage treatment space – there are slippers available for you to borrow.
3. Please be aware I have a cat, whilst she'll mostly keep out of your way, if you have an acute cat allergy, have a strong dislike of cats or the odd croaky old cat miaow, this may not be the right place for you.
4. Treatments are usually available Fridays and Saturdays only.

### Pregnancy Massage

1. Available from 12 weeks pregnant to on/beyond your due date. Please advise me in advance if you are close to, or beyond your due date.
2. For special offer packages pre-purchased (3 for £175), please book well in advance of your due date. If you miss a treatment due to the early birth of your baby, or other medical issue, the following applies:
  - One x pregnancy massage remaining – swap to a 1-hour full body massage (worth £65), up to 6 months after birth.
  - Two x pregnancy massage remaining – the pregnancy massage will be charged at the full price (£65) and the remaining amount transferred to a credit note (£110) which can be used for any Buddha Baby service, up to 6 months after birth.

- Three x pregnancy massage remaining - the full equivalent amount purchased (£175) will be transferred to a credit note, which can be used for any Buddha Baby service, up to 6 months after birth.

### **Payment**

1. By attending your treatment, you agree to pay the correct fee, given at the time of confirmation.
2. Payment can be made via the website in advance of your consultation or by cash/debit/credit card/Apple Pay at your session.
3. Promotional prices apply only during the period stated and as stated (e.g. full payment required in advance).
4. All prices quoted are in UK pounds.

### **Late arrivals**

1. Please arrive at your allotted time.
2. If you arrive late to your appointment, I will reduce the time of your session accordingly. Please note you will be charged the full amount, even if the time is reduced.
3. Please do not arrive early, as I may still be setting up the treatment area for you.

### **Reminders**

1. I do not send reminder texts or emails for your treatment. Clients will receive an email (or if last minute, text) confirmation once they have booked and committed to their treatment. It is the client's responsibility to note the date and time.

### **Cancellation**

1. If you need to cancel your treatment, please let me know as soon as possible, ideally with 24 hours notice, or at least 3 hours in advance.
2. If you cancel your treatment beyond this time (less than 3 hours notice) or do not attend your treatment you will be charged the full amount.
3. If I need to cancel your treatment due to illness, emergency or any other reason which means I am unable to offer your treatment, I will contact you to cancel as soon as possible.
4. I will always aim to rearrange your treatment when possible. If you have paid in advance, I will refund your payment or hold it until you are able to attend, depending on your preference.

### **Services in exceptional circumstances:**

1. **In the event of Public Health enforcement closure of in-person treatments, or where it is deemed as unsafe to run in-person treatments (including but not limited to, snow, ice, high winds, floods, excessive heat waves; the covid-19 pandemic or other exceptional circumstances beyond my control) your treatment will be cancelled and, an alternative date for your treatment offered and agreed. If you have paid in advance, refunds will not be offered or given.**

### **Informed consent - clients acknowledge and agree the following:**

1. To abide by all terms and conditions as set out above.
2. To attend your treatment at your own risk.

3. That you feel physically and emotionally able to attend; and under the understanding that your health and safety is your responsibility, at all times.
4. To inform me of any health or wellbeing concerns for yourself as part of your consultation, or if you experience any pain or discomfort during your treatment.
5. Not to attend with serious or contagious illness (including but not limited to vomiting, measles, chicken pox, respiratory illness with high temperature.)
6. To indemnify and hold harmless, Buddha Baby, including all directors or facilitators, from all such claims or demands of injuries, damages, or causes of action to any person or property which may arise directly or indirectly out of or connected with participation in any treatment, the use of facilities, any equipment, or sundries.

**Buddha Baby liability waiver:**

1. The attendance at your treatment, run by Buddha Baby denotes the acceptance of the risk associated holistic massage, both during and after your treatment. Buddha Baby, including any directors or facilitators will not be held liable for a) any injury or harm resulting from participation of any treatment or from the use of any equipment provided, and b) any damage to or loss of personal property.

**Buddha Baby, January 2024**