A picture containing text, flower, plant

Description automatically generatedA logo for a sports massage therapist

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My time is very valuable as I am sure yours is to you; I therefore ask you to allow a minimum of 48 hours before a booked appointment, to cancel or change a booking. Cancellations within 24 hours will be charged at 50% of the treatment price, cancellations on the same day will incur 100% charge.

If you are late for an appointment the session will be adjusted to perform as much of the treatment as possible within the remaining time. Pricing will not be adjusted. However, if you are more than 15 minutes late for your appointment you will lose your appointment slot but will still be charged.

If you simply do not turn up for your appointment, you will be charged 100% of the treatment price.

Treatment times quoted are approximate as they are tailored to suit specific client requirements. If a client requires extra treatment time, I am always happy to accommodate this if there is time available and therefore ask that you arrive on time for your appointment.

It is important that you book a treatment that is appropriate to your own personal needs. This includes disclosing all medical and other necessary information prior to your appointment. I will not be held responsible for any treatments which cannot go ahead or has to be terminated due to non-disclosure of information. Please be assured that if you have any questions or concerns regarding this, I am always happy to discuss this prior to your appointment time.

Promotions will be subject to additional terms and conditions arranged individually for each promotion.

Gift vouchers are non-refundable and non-transferable. Gift vouchers must be used within six months of purchase.

I reserve the right to cancel an appointment at any time, or terminate a treatment once it has begun, without offering a refund nor disclosing the reason.

Privacy and confidentiality - Any details taken as part of the consultation process are held and stored securely and will only be used for the purpose of ensuring your health and safety during your treatment.