

# **Sheena Hayward massage therapy**

## **Terms and Conditions**

### **Our commitment to our clients**

- All treatments provided by Sheena Hayward Massage Therapy (SHMT) will last for the specified duration purchased. i.e. a 60 minute treatment will last 60 minutes.
- All clients must complete and sign a consultation/information form prior to treatment and will receive no less than 5 minutes consultation, if needed, as part of their treatment time
- Treatments will only be conducted if we deem the treatment safe for the client to receive, in the light of the consultation /information form.
- GP/Consultant permission may be required before certain treatments can be provided

### **Inappropriate Behaviour**

- We have the right to terminate a treatment immediately if the client demonstrates inappropriate or sexual behaviour or if the client is intoxicated, inebriated, or under the influence of drugs
- Payment will be collected for the full treatment fee, provided that more than 10 minutes has been spent in actual massage therapy
- If the therapist is unable to collect money before the client leaves, an invoice will be sent to the client's address. All invoices must be paid within 7 days of issue date

### **Cancellation Policy**

- A booking is confirmed after we and the client have both agreed a date, time, duration and location for a treatment
- If a cancellation is made by the client more than 24 hours before an appointed treatment, the client will not be charged
- If a cancellation is made by the client within 24 hours before the appointed treatment, they will be expected to pay a cancellation fee of the treatment price being cancelled.
- This cancellation fee may be waived at our discretion. The cancellation fee must be paid no later than 7 days after the date of the cancelled appointment.
- We have the right to cancel a treatment by giving 24 hours' prior notice
- We have the right to cancel a treatment without prior notice if the room or environment is unsuitable for the treatment to be provided, or if the therapist is taken ill
- We commit to re-arranging treatments cancelled by us to a new time and date within two weeks of the date of the cancelled treatment, if reasonably possible

### **Vouchers**

- Vouchers can be used as payment towards any available, advertised treatments. Vouchers are only valid for one use
- If the whole amount of the voucher is not used, another voucher for the remaining voucher sum will be issued. Vouchers are only valid up to and including the expiry date.

- Postage will only be charged for vouchers that are paid for by bank transfer or Paypal and then posted. If postage is paid, but vouchers are delivered during a treatment, the postage fee charged will be returned to the customer in cash.
- Refunds are not available for vouchers already paid for and unused.

### **Referral Voucher Scheme**

- Each current, regular, client receives three vouchers, with their name written in Sheena Hayward's handwriting on the front. Vouchers are distributed to local clients at SHMT's discretion
- The expiry date will be within months after the voucher issue date, also written in Sheena's handwriting.
- The clients give the vouchers to people they expect will redeem the vouchers and purchase a treatment at a 50% discounted rate.
- At the time when all three vouchers are redeemed for one particular client, we will contact that client and arrange a discounted treatment of their choice.

### **Payment**

- We accept payment in cash, bank transfer or through Paypal
- Invoices will be sent to clients who do not pay for treatments they have had, or who cancel, appointed treatments. Invoices must be paid within 7 days of the issue date

### **Privacy**

- See our Data protection / privacy policy attached.

### **Complaints Procedure**

- If a client wishes to make a complaint about any aspect of our service, this must be emailed to the email address specified at [contact@sheenahaywardmassage.co.uk](mailto:contact@sheenahaywardmassage.co.uk) , delivered by hand or posted to us at the therapy address.
- Complaints must include the date and location of the incident, the full name of the complainant, details of the complaint and the desired outcome following the complaint
- All complaints will be taken very seriously and a response will be provided within 28 days

### **Insurance and Ethics**

- SHMT is registered with FHT (The Federation of Holistic Therapists)
- SHMT abides by the Code of Ethics provided by FHT
- SHMT has professional indemnity insurance issued by Hiscox

### **Dispute Resolution**

In the event of any dispute arising between us in connection with any aspect of our service with which you are unhappy and which cannot be settled by negotiation, the parties will in good faith, seek to resolve that dispute under the auspices of the ADR Group of 160 Fleet Street, London EC4A 2DQ before resorting to expert determination. If the dispute is not resolved by mediation within 30 days, or if one of the parties will not participate in the

mediation, the dispute shall be referred to expert determination by a solicitor of not less than ten years standing appointed by the parties jointly, or in default of agreement appointed by the President for the time being of the Lincolnshire Law Society on the application of any party. The costs of the expert determination shall be as directed by the expert. Jurisdiction and applicable law is that of England and Wales.

If you are a client and if we have made a contract with you by electronic means, you may be entitled, as an alternative to the preceding procedure, to use an EU online dispute resolution service to assist with any contractual dispute you may have with us. This service can be found at <http://ec.europa.eu/odr>.

Our email address is [contact@sheenahaywardmassage.co.uk](mailto:contact@sheenahaywardmassage.co.uk)