

# Our Terms & Conditions

Please take the time to read through this information carefully.

Please note that by making a booking an appointment with 'Oriental Therapy Clinic' you are agreeing to our Terms & Conditions and our Privacy Notice. You also agree to attend the appointment you have booked.

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## APPOINTMENTS

You can make an appointment with 'Oriental Therapy Clinic' in a number of ways including via our website, telephone, text or email. Appointments are available for durations from 30 minutes to 1 hour. First time visits are solely an hour and include consultation, assessment and treatment.

Upon making a booking, you will receive an email confirming all the important details.

If this is your first appointment with us, you will be required to complete a New Client Consultation Form as we will not be able to treat you until you have. You are welcome to collect a form before your appointment or arriving early will allow you time to complete the form before your appointment otherwise completion on the day will be part of your appointment time.

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## CANCELLATIONS & LATE ARRIVALS

### **Cancellation Policy: 24 hours**

We require a minimum of 24 hours notice to cancel an appointment. Failure to attend an appointment with less than 24 hours notice of cancellation will incur the charge for the full appointment. This is because we may not be able to fill your appointment slot and still need to cover our costs.

Please cancel as soon as possible if a foreseeable event is likely to prevent you from attending, for example, illness or adverse weather conditions. If you need to cancel your appointment at short notice, because of a long-term medical

condition which varies from day to day, or because you are more than 37 weeks pregnant, then we shall discuss the cost implications on a case by case basis.

An invoice for any cancellation / 'no show' charges will be sent to you by email for payment by bank transfer within 7 days. Following a cancellation, payment must be received before any further massage bookings can be taken.

### **Late Arrivals**

It is important that our agreed appointment time and duration is adhered to. We appreciate that sometimes, things happen, and you may arrive a little later or need to leave a bit earlier than planned. This is fine, but we cannot make up the missed time by overrunning or adding time to subsequent appointments.

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## CONFIDENTIALITY

All client information and clinical records will be safeguarded by 'Oriental Therapy Clinic' and will remain confidential. Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Consultations and client treatment details will not be discussed with anyone other than the client, unless the client is under the age of 18 or has a care worker or guardian.

In order to prevent unauthorised access or disclosure, we employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We have also put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. We will retain your information for a reasonable period or as long as the law requires.

Each practitioner working for 'Oriental Therapy Clinic' will have access to these records only for the duration of their contract with 'Oriental Therapy Clinic', and solely for the purpose of providing you with the most appropriate treatment.

For more information, please review our Privacy Notice.

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## HEALTH & SAFETY

All practitioners at 'Oriental Therapy Clinic' are qualified, hold a current First Aid certificate, and hold professional and public indemnity insurance, for the services that they provide.

Due to the nature of massage and the need for close contact, all 'Oriental Therapy Clinic' practitioners will maintain a high standard of personal hygiene and clients are asked to ensure that they also maintain a high standard of personal hygiene.

If a practitioner is unwell, suffering from a cold or virus, infection or general ill health, they will not be allowed to work due to the risks of cross contamination. This may result in 'Oriental Therapy Clinic' contacting you to inform you of the issue at the earliest opportunity to make suitable alternative arrangements.

Clients are asked not to attend for a massage if they are unwell, suffering from a cold or virus, infection or general ill health. Please contact 'Oriental Therapy Clinic' via email at [info@orientaltherapyclinic.co.uk](mailto:info@orientaltherapyclinic.co.uk) at the earliest opportunity to rearrange your appointment. If you are unwell and contact us to inform us of your illness, please note that our Cancellation Policy may still apply.

'Oriental Therapy Clinic', including the practitioners, will not be held responsible for the loss or damage of personal items during your time at the 'Oriental Therapy Clinic' premises.

Treatment methods will be discussed prior to conducting the treatment. If you are unsure about the treatment you are welcome to air your concern with the therapist. You are welcome to opt out of treatment before or during the treatment but you will be still charge for the during of the appointment. Treatment that has been conducted will be deemed fully consented.

Clients under the age of 18 years must be accompanied by a parent or guardian. This parent or guardian must give permission for the agreed massage plan to be performed, and will be requested to co-sign the New Client Consultation Form. They will be invited to stay in the room for the duration of the appointment, and expected to remain present throughout the treatment.

Female clients are advised to bring a chaperone if able to. It may not be possible to provide an in-house chaperone.

'Oriental Therapy Clinic' holds the right to refuse any treatment if a client is physically or verbally abusive towards any practitioner, or demonstrates inappropriate, aggressive or sexual behaviour. Such behaviour may result in a

partial or total ban from 'Oriental Therapy Clinic', and may also result in criminal proceedings.

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## DISCLAIMER

'Oriental Therapy Clinic' provide massage therapy and bodywork in a variety of forms, but none of these bodywork modalities are a substitute for professional medical care or counselling. None of the practitioners at 'Oriental Therapy Clinic' will diagnose, prescribe medication or medical treatment of any kind, unless they are personally qualified to do so, and will always recommend referral to a GP or other qualified medical specialist or practitioner.

The client has a duty to provide accurate and true medical and personal information, to the best of their knowledge, and to keep 'Oriental Therapy Clinic' up to date with details of any medication, symptoms, medical concerns or treatments they are having investigated or undergoing treatment for.

All practitioners at 'Oriental Therapy Clinic' may refuse to treat any client or part of their body with just and reasonable cause. 'Oriental Therapy Clinic' reserves the right to terminate any appointment at any time if they believe that it is not safe or in the client's best interest to continue. Likewise, the client has the right to refuse, modify or terminate treatment at any time, regardless of prior consent given.

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## CONTACT

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