

# Brookes Therapies

## TERMS OF SERVICE

Last Updated: 11/09/23

Thank you for choosing Brookes Therapies for your complementary therapy needs. We are committed to providing you with a safe and relaxing environment for your massage sessions. Please take a moment to review the following terms and conditions that govern our services:

### 1. **Booking and Appointments:**

- All massage and therapy sessions are by appointment only.
- To schedule an appointment, you can call our office or book online through our website.
- Please arrive at least 10 minutes before your scheduled appointment time to ensure a full session.
- Please wait in the clinic entrance lobby or waiting area on arrival to be collected by your therapist.
- Please allow additional 15-20 minutes on your first visit to complete a Client Health Consultation. This time is not taken out of your treatment time so please allow time for this in your schedule as it is obligatory.
- Late arrivals may result in a shortened session to accommodate other clients.
- Vouchers – if you have a voucher or gift card you must bring it with you to your appointment or the full price will be charged.

### 2. **Cancellation and Rescheduling:**

- We understand that plans can change. If you need to cancel or reschedule your appointment, please provide at least 24 hours' notice.
- Failure to cancel within 24 hours or no-shows will result in a fee equivalent to the full session price.
- Some flexibility to reschedule may be available in event of emergency if notice prior to the treatment start time is given, however this is not guaranteed and should not be expected.

### 3. **Health and Medical Conditions:**

- It is essential to inform your therapist of any medical conditions, allergies, injuries, medication you're taking or concerns before the massage session.
- If you are pregnant or have specific medical conditions, consult with your healthcare provider before scheduling a massage.

### 4. **Privacy and Confidentiality:**

- Your privacy is important to us. All information shared during the session, including personal and health-related details, will remain confidential.
- Your data will be stored and used in strict compliance with GDPR. Your records are required to be kept securely by Brookes Therapies for seven years, after which time they are securely destroyed, as per GDPR.

### 5. **Professional Conduct:**

- Respectful and appropriate behaviour is expected from both clients and therapists.
- Any inappropriate or disrespectful conduct will result in immediate termination of the session, and the client will be liable for the full session fee.

### 6. **Payment and Fees:**

- At the time of booking, your card details may be taken to guarantee your appointment. Payment will only be deducted from this card should you fail to cancel or reschedule within the 24 hour cancellation period prior to your treatment.

- Payment for massage and therapy services, classes, workshops or Consultations is due at the time of the session.
  - We accept cash and credit/ debit card payments.
  - Our fee schedule and treatment menu is available on our website or can be provided upon request.
- 7. Gratuities:**
- Tipping is at your discretion and greatly appreciated but not mandatory.
  - Tips can be given directly to the therapist in cash or included when paying for your session by card.
- 8. Arrival and Departure:**
- Please arrive clean and free of any strong scents.
  - After the session, take your time to reorient yourself before getting dressed.
  - We advise drinking plenty of water after your treatment as hydration supports elimination which is promoted by massage.
- 9. Feedback and Concerns:**
- We welcome feedback on your experience. If you have any concerns or suggestions, please let us know, and we will do our best to address them.
  - Reviews – we are keen to receive reviews after your treatment and you may receive automated messages to request your feedback. This is not mandatory but welcome.
- 10. Safety and Liability:**
- While we strive to create a safe environment, clients enter and use our facilities at their own risk.
  - We are an inclusive clinic so if you have any concerns about mobility, access, provision for LGBTQIA clients, disabled clients please get in touch with us directly prior to your treatment so we can make sure you are confident and we are fully prepared for your visit. Larger clients and clients with restricted mobility may be better to schedule an appointment in a room with an electric treatment couch so please give us as much notice as possible to arrange this for you as not all of our treatment rooms are equipped with these facilities.
  - Brookes Therapies and its therapists are not liable for any injuries, accidents, or property damage that may occur during your visit nor any omissions or inaccuracies in your client health consultation prior to your treatment.
- 11. Minors:**
- Clients under the age of 16 are welcome in the clinic but must be accompanied by a parent or legal guardian who provides written consent for the massage. The parent or guardian will remain in the treatment room throughout the treatment as a chaperone for safeguarding purposes.
  - There is no minimum age for clients and the decision to proceed with treatment will be done on a case by case basis decided by the Practitioner and the Parent / Guardian.
  - Unsupervised minors under the age of 12 are not permitted and may not wait unattended in the waiting room while adults receive treatments. Well behaved minors age 12 or above that are capable of waiting quietly in the waiting area with their Parent / Guardians permission are permitted but remain the responsibility of the Parent / Guardian at all times.
- 12. Changes to Policies:**
- Brookes Therapies reserves the right to update or change these policies at any time. Updated policies will be posted on our website.

By scheduling an appointment with Brookes Therapies, you acknowledge that you have read, understood, and agreed to these terms and conditions. We look forward to providing you with a

relaxing and rejuvenating complementary therapy experience.

If you have any questions or concerns regarding our policies, please feel free to contact us.

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