TREATMENT DELIVERY

Minimum space requirement for giving treatment is 10ftX6ft.

The location where the treatment will be conducted must not be any further than a 90 second walk from where my car would be parked. A total of 30 minutes for set-up, consult and pack down time (includes car loading & unloading) is allocated per visit.

It is your responsibility to inform me via my booking forms, emails, calls or text messages of any health conditions that you have that might affect others, or that might affect your ability to receive my massage treatments.

FEES

Full payment of the booking is required on the day of treatment. This can be paid in advance online via the invoice that shall be emailed to you, or payment can be taken by card, Venmo, PayPal, google Pay, or Zelle after treatment has been performed.

CANCELLATION & NO SHOW POLICY

Less than 24 hours notice of cancellation shall result in $75 fee. The two exceptions to this policy are:

1) In the case of coronavirus infection for yourself, myself, or anyone living in our households.

2) In the case of an emergency situation.

If a client is not home/present at the treatment location when I arrive, I shall wait up to 10 minutes for the client to arrive. If the treatment is able to go ahead, the 10 minutes will have to

be deducted from treatment time, without recourse to refund for the equivalent of that time. If the client is a no-show, the client shall be required to pay the balance of their fee.

CONFIDENTIALITY

All information (documented or verbal) that you share with me as part of this therapeutic relationship, is bound by the principles of confidentiality set forth by the professional complementary association bodies that I belong to.

BEHAVIOUR & CONDUCT

I will not tolerate any form of aggressive or inappropriate behaviour – whether that is expressed in the form of words, body language or tone of voice. Any such behaviour will be addressed and if not rectified immediately could result in immediate termination of your treatment without recourse to refund.