



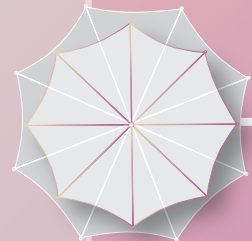
SUPERCALMING & HOLISTIC

Terms and Conditions

Appointments

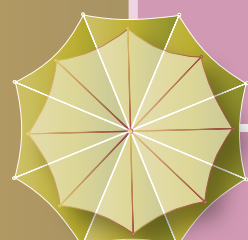
Consultation Form: 10 mins
Actual treatment: 50 mins

Late arrivals are still liable for the full payment of their treatment.



Etiquette

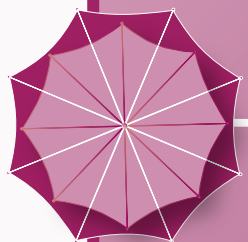
If a customer/s presents any unacceptable behaviour during the appointment, the seated massage will be terminated. Whoever is covering the cost will be liable for the full payment of the treatment.



Jane's & Michael's

Any treatments booked for minors 16 years old and under must be:

- Accompanied by Parent/Guardian
- Permitted by Parent/Guardian
- Co-signed by Parent/Guardian
- Parent/Guardian must be present during treatment in the waiting area.



Insurance

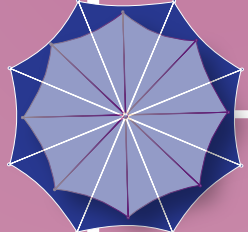
Insurance provided by Zurich Insurance plc includes:

Professional Liability Insurance

Public Liability Insurance

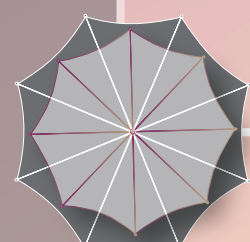
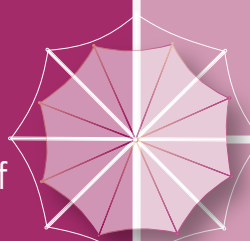
Product Liability Insurance

Medical Malpractice / Treatment Risk Insurance



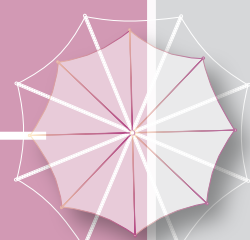
Payment/s

- Ideally, all payments should be made cash in hand. However if not, card payment is also acceptable but will incur the PayPal fee on top of the treatment cost.
- **Gift Vouchers** are also available to buy. Unless otherwise stated, it has a 3 month expiry date from when it was purchased.



Holistic Menu:

Swedish Massage
Indian Head Massage
Hot Stones
Pre-Blended Aromatherapy Facials
Hopi Ear Candle
Bellabaci Cupping
Pregnancy/Baby Massage
Thai Foot Massage
Warm Bamboo

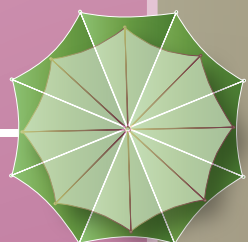


Health & Safety

All electrical appliances that I use for treatments are PAT tested.

Consultation Forms

All customers must complete a consultation form and have signed approval prior to treatment.

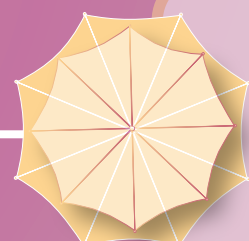


Digital Security

All consultation forms are kept in a super duper encrypted filing system that is in keeping with the GDPR Laws.

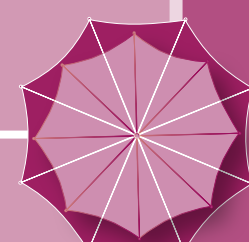
Please read restrictions before treatment/s:

- Any contagious skin disease/disorder
- Deep Vein Thrombosis
- 1st trimester of pregnancy
- Diabetes: Hot Stones and Warm Bamboo
- Undergoing cancer or chemotherapy treatments



Cancellation Fee

If there is a cancellation, I must be notified within 72 hours. If the cancellation passes this timeframe, the customer is liable for 50% of the treatment cost (cash in hand). If this is paid online, it will be 50% + online (Paypal) fee.



No Shows

If you missed or forgot about your appointment, you will be liable for 90% of the treatment cost. If paid online, it will be the 90% + online (Paypal) fee.

Complaints Procedure

If a complaint needs to be made, here is what I need to know:

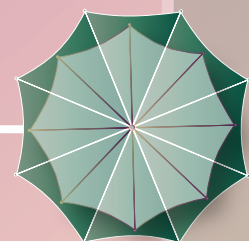
Time and Date?

Location of treatment

What happened?

How would you like this to be resolved?

Send complaints to email address



CONTACT

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