

Terms & Conditions of Service

1. When making a booking, we need your name and mobile phone number.
2. Should you expect to be late or be unable to attend your appointment, please let us know as soon as you can. We will be able to rebook your appointment with another customer.
3. Payments are taken at the shop by cash, debit or credit card, prior to your session beginning. Payments can also be taken online through our online booking system.
4. Refunds for any advance or online bookings will not be made where a customer fails to give us 24 hours' notice of cancellation. Notice of cancellation must be given during normal business hours to our duty receptionist.
5. Where we receive an online booking that clashes with another appointment, we reserve the right to amend the booking to a mutually convenient time.
6. In the event of staff unavailability or sickness, we also reserve the right to change the booking. Thank you for your understanding.
7. Gift vouchers, both online and hard copy types cannot be refunded or exchanged for cash. All vouchers may be exchanged for goods or services of a higher value, on payment of the difference. Recipients must book their service within 12 months of the date of purchase.
8. Any communication, feedback or complaint should be made directly with the shop staff face to face during its business opening hours. Emails and other forms of internet messaging are received remotely and cannot be guaranteed a quick response.
9. We run our shop using business policies including Health and Safety, Quality, Equality & Diversity, Complaints, as well as those necessary with VTCT compliance. These are internal policies designed for staff guidance to operate best practice.
10. New customers must complete our Client Record Card. This includes:

Your contact details, including your doctor. We will not contact you unnecessarily and would only approach your GP with your consent. We will not share this information with anybody else.

Previous massage treatment. We want to meet your expectations, so we might ask you about previous treatments and how well they worked for you.

Medical health. We would like to know how your general health is. If you've any chronic or persistent pain, then we need to know. What are the symptoms, when do they get worse or better? If you are taking any medication, it will not necessarily prevent you from having a massage. Please speak with your doctor, a pharmacist or other clinical professional about any medical concerns.

You need to tell us if you have any of the following contraindications (reason to withhold treatment):

- Repeated headaches or migraines
- Allergies or sensitivity
- Abnormal skin conditions
- Infections or inflammation
- Joint replacement or surgery
- High or low blood pressure
- Varicose veins
- Neck or back injuries
- Recent operation
- Heart or circulation problems
- Diabetes
- Tumours or cancer
- Heart disease
- Sprains or strains
- Recent injuries or accidents
- Numbness or paralysis
- Lack of or reduced feeling / sensation
- or if you are or could be pregnant

11. Returning customers will be asked to confirm in writing that no health or medical conditions prevents them from having a massage treatment.
12. The nature of massage treatment is therapeutic. If you feel any discomfort or have any concern, notify the therapist while the treatment is being given. We then have the option to change the technique immediately.
13. We will not treat you if you are under the influence of alcohol or drugs.
14. Customers are also advised to refrain from heavy meals or alcoholic beverages for a minimum of 4 hours before and after treatment.
15. Use of showers and toilets are strictly restricted to customer only use and is at the total discretion and control of duty staff. This is to maintain customer privacy and dignity.
16. **ANY TYPE OF SEXUAL SERVICE IS ILLEGAL.** Customer asking for or requesting any type of sexual service whatsoever will be asked to leave our premises, without any refund.
17. By purchasing any type of massage service, gift voucher or other product, either in the shop or online, you are confirming your acknowledgement and acceptance of these terms and conditions of service.

3rd October 2024

Amazing Thai Therapy Ltd t/a Lavender Thai Therapy

