

General Policy

- We provide professional, therapeutic massage and wellness consultation. If you have questions regarding any technique recommended please ask your massage therapist to clarify.
- Each massage session is tailored to each individual and is solely for therapeutic purposes.
- All clients are required to complete a health/personal history form before the massage. This Information will be kept confidential..
- We encourage clients to say if they are uncomfortable with any techniques or stretches performed during the massage.
- Should the therapist or client feel uncomfortable in a session, either party may terminate the massage immediately..
- Clients under the age of 18 will require a parent or legal guardian to sign a consent form and will be required to remain present during the massage session.

Note: clients are required to wear underwear while in the treatment room.

Appointment Policy

- It is preferable that appointments are booked at least 24 hours advance, unless otherwise posted on Facebook, Twitter or advertised.
- If you require a same day appointment, you may call 01355 201205 to enquire about availability. Two to four hours notice may be required during busy periods.
- You can book an appointment up to 4 weeks in advance.
- We recommend clients arrive 5 to 10 minutes before their session to ensure there is adequate time for paperwork and consultation before each massage.
- When you make an appointment, the time is reserved just for you, to ensure you receive the full amount of time you have requested.

Cancellation Policy

- Notification of cancellation must be received 24 hours in advance by phone. Clients who cancel their reservations within 24 hours will not incur a fee. Habitual cancellations may require a client to pay in advance for services.
- Clients should call if they are going to be late. Late arrival to an appointment may mean less time with a therapist, you may only receive the balance of your session and you will still pay the full price
- No-shows will be assessed on a case by case basis.