

Terms & Conditions

Cancellations

If you wish to cancel or reschedule a treatment, please call me on 07752 463226 or [email me](#).

- Cancellations must be made at least 4 hours prior to a treatment.
- 50% treatment fee will be charged for cancellations made with less than 4 hours notice.
- 100% treatment fee will be charged if a client does not attend their treatment (aren't home).

Terminations

The therapist will refuse or cancel a treatment if:

- The treatment is not deemed safe or suitable for the client – no fee.
- The room or environment is unsuitable for carrying out the treatment – 50% treatment fee.
- The client is intoxicated or under the influence of drugs – 100% treatment fee.
- The client demonstrates inappropriate behaviour or mistreatment towards the therapist – 100% treatment fee.

Payments

- Each treatment fee is quoted and agreed upon during the booking process.
- Payments made in person can be received via cash or card.
- Payments must be provided in full at the end of the treatment (unless received beforehand).
- In the event that a treatment is cut short, the full treatment fee will still be charged.

Medical and health conditions

Massage treatments can be affected by certain health conditions and in some cases may:

- Require individuals to receive consent from their GP or a health professional before receiving treatment.
- Require adjustments to treatments.
- Prevent individuals from receiving treatment entirely.

Any changes to a treatment will be discussed with the therapist. It is recommended that individuals receiving medical care should inform their GP or health professional of their massage treatments even if consent is not required.

Complaints

If you wish to make a complaint, please email your complaint to info@worthmassage.com. Your complaint must include the following:

- Your full name
- Date of the incident
- Details of the complaint
- A desired outcome following the complaint

All complaints will be dealt with promptly, thoroughly and professionally.