



# Terms & Conditions

The below information must be followed and respected by the client, therapist and others in relation to Mobile Massage Therapy by Izabela (MMTBI).

## Code of Conduct

MMTBI aims to provide a high-quality professional service, build professional positive practices and relationships in order to enhance the client's health and well-being.

To avoid any unlawful discriminatory treatment the client, therapist and any other parties involved should refrain from showing any antisocial behavior including physical, emotional, or verbal abuse. Should any such behaviour be displayed towards the therapist the right to refuse future treatments to that client will be used.

Whilst the therapist will apply their best efforts into the improvement of the client's reported problem, the client is expected to take full responsibility of any side effects that arise after their treatment. To reach the best outcome from treatment the client is advised to follow aftercare advice given by the therapist.

Common side effects resulting from the massage can include temporary discomfort, tenderness, muscle aches and / or fatigue, sensitivity to massage oils, light-headedness, and / or sinus congestion.

## Massage Oils

All massage oils used by MMTBI are purchased from the supplier who would have tested and approved them prior to releasing into the market. Precautions are taken by MMTBI in case allergies are disclosed to the therapist by the client.

## Confidentiality

All clients are required by MMTBI to sign their consent on a hard copy form in their initial session. The client can request to stop the treatment at any time.



All hard copies are stored securely, and confidential information is not shared with anyone other than MMTBI and the client. The client should declare all correct information and inform the therapist of any changes at the earliest opportunity. The client will be referred to other practitioners if MMTBI has concerns about the client's condition.

In the event of an emergency MMTBI will take appropriate measures by calling 999 / 111 and / or the client's emergency contact (required in the initial form).

Lastly, the therapist will only take images during treatment if the client gives verbal consent, and further consent will be sought for posting images on social media and / or website.

### **Age Restrictions / Requirements**

Anyone under the age of 18 years is required to be accompanied by a parent or guardian where applicable during treatment. To ensure full consent is given, MMTBI requires the client and their accompanying parent or guardian to sign the consent form in the initial appointment. All appointments are expected to be arranged through the parent or guardian only.

### **Appointment / Emergency / Cancellation**

All first-time clients will be allowed time for consultation and assessment, before any treatment. If the client wishes to extend a session longer than the arranged time, MMTBI may accept the request if sufficient time is allocated to travel for other appointments.

The appointment begins from the arrival of the therapist at the appointment destination, so any time spent outside of treatment once started is the client's responsibility.

In case of an emergency, the client will only be charged for the treatment time they have already received. If MMTBI is late for an appointment by 15 minutes or more, the client will only be charged for the remaining time, unless the session can be extended, and the client will be charged as normal.

It is the client's responsibility to be present at the allocated destination for treatment at the correct appointment date and time. In their absence, MMTBI will contact the client allowing 15 minutes to respond. Should no response be received MMTBI will treat the appointment as no show and 100% cancellation fee will be requested.



Cancellation must be made the day before an appointment with Mobile Massage Therapy by Izabela. If the appointment is cancelled on the same day as the treatment a cancellation fee of 50% of the total session price applies which should be paid by BACS as soon as possible within 3 days from cancellation. Bank details will be sent to clients on receipt of cancellation request. Failure to make payment within 3 days will result in refusal of future treatments.

### **Special Offers**

Special offers will be advertised on MMTBI social media platforms and updated accordingly.

### **Damage to the Equipment / Pets**

Upon substantial damage to the therapist's equipment made by the client, or their associates, or by pets appropriate restitution will be sought from the client. Please keep pets in a separate area to treatment and for its duration unless their behaviour is non-disruptive, however If accidental damage is caused by the therapist, the therapist won't be held responsible for under the circumstance.

Izabela Wanoth (IW)  
*Owner of Mobile Massage Therapy by Izabela*