

# FREQUENTLY ASKED QUESTIONS (FAQ's)

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<https://www.facebook.com/sportsmassageworksUK> / <https://www.instagram.com/sportsmassage.works/>

We welcome your inquiries and invite you to share any topics you wish to discuss with us. Please contact us at [info@sportsmassage-works.com](mailto:info@sportsmassage-works.com).

## Opening Hours

Monday, Tuesday, Thursday, Friday	09:30-19:00 pm
Wednesday (open 2 Wednesdays per month)	09:30-1:30pm
Saturday (open 2 Saturdays per month)	09:00-14:00pm
Sunday	CLOSED

## What are your prices?

Regular price		Over 65s		Children 11-17 year olds	
90 minutes	£85	90 minutes	£80	30 mins	£40
1 hour	£70	1 hour	£65	45-mins	£50
45 minutes	£60	45 minutes	£55		
30 minutes	£50	30 minutes	£45		

\*Prices last increased January 2025

## Why should I choose Sport Massage Works?

The aim of Sports and Deep Tissue Massage is to improve your daily lifestyle by relieving pain, targeting musculoskeletal issues caused by injury, tight or over worked muscles by using advanced and various techniques like:

- STR (Soft Tissue Release)
- MET (Muscle Energy Techniques)
- MFR (Myofascial Release)

We also help those who have had operations, are recovering from an injury, post op and working with your scar tissue and inflammation. Those suffering with their lymphatic system we also help to unblock lymph manually. As a Soft Tissue Therapist, I may explore movement or joint mobility to identify what is going on and how we can treat you. This may mean I carry out an assessment prior to your massage to ensure the most effective treatment is given.

As I work with children, I am CBS checked and children from ages 11 -17 years must be accompanied by parent/guardian. I also work with all walks of life and ages right up to and including 80+ years. Over 65's have discounted rates.

## What services do we offer?

- Sports Massage
- Deep Tissue Massage
- Manual Lymphatic Drainage Massage
- Dry Cupping
- Pregnancy Massage
- Oncology Massage
- Upcoming: Biomechanics Coach

### **When should you get a Massage?**

- muscles are stiff, sore or tight
- pain is keeping you up at night
- you have a limited range of movement or mobility
- you feel tense, stressed or struggling to sleep
- recovering from an injury
- training for a marathon or sports event

### **When should one not have a massage?**

When one displays one or more of the following symptoms

- Fever or bad cold
- Nausea / vomiting
- Strokes
- Self- isolating
- Medical condition that may cause danger to you if you have a massage
- Cancer (certain stages)
- diarrhea
- Recent and/or major surgery
- Infection

### **Do you carry out a Postural Assessment?**

Yes – when it is needed. This will take about 5-10 minutes, and it is imperative to help us check your posture and alignment. Not every client has the same need so we will carry out an assessment (which may require palpation) to determine the cause of your discomfort or pain. We apply the best massage technique according to each individual need (i.e. myofascial release, deep tissue or sports massage etc.) to obtain the best results for you.

### **Is sports or deep massage painful?**

We warm up the muscles and prepare the tissue for treatment, but it can be painful at times if your muscles are restricted and tight and already sore when you come in for treatment. We work to break down adhesions and scar tissue and have ways to help you manage the pain, so it is not so bad. Please speak to your therapist if the pressure is too much and we can reduce it.

### **Are you a doctor or physio?**

No. We are qualified Sports Massage Therapists who are trained to carry out special joint and muscle tests. We do not diagnose conditions, but if we find any abnormalities or tests indicate joint issues, we will refer you to your GP for further diagnosis and specialist treatment.

### **Are you a qualified therapist?**

Yes, Sharon is a Qualified BTEC Level 5 Sports Massage & Soft Tissue Therapist, having trained at the St Mary's University and the School of Natural Therapies, London. Sharon is a member of the ISRM (Institute for Soft Tissue Therapists) and CNHC (Complementary and Natural Healthcare Council). Do check your private medical aid as you may be able to claim your treatments. She consistently pursues new knowledge, stays updated on current techniques, trends, and treatments, regularly completes annual continuing professional development (CPD) courses, and is presently studying Biomechanics.

### **What do I wear for the treatment?**

It is best to wear loose clothing like shorts and a T-shirt. It is company policy that all clients wear underwear during treatment.

### **Are there shower facilities?**

NO. Towels are used during treatment for draping purposes so this can be used to rub off any excess wax or oils.

### **Do you give any advice after treatment?**

Yes. We recommend stretching or strengthening exercises, heat or cold therapy, and other rehabilitation as needed. Referrals to physiotherapists or osteopaths may be made if necessary. Clients should stay hydrated, avoid strenuous activity after massage, and expect possible tenderness in treated areas. A detailed aftercare sheet is on the website: [aftercare advice sheet on the website](#).

### **Is there Parking onsite or on the Main Road?**

Yes, and it is free. There are walls on either side of the main drive on the premises, so come in widely and you can park on the tar horseshoe area at the front of the building. Please don't park on the grass. There is space for two cars, so if one car is already there you can either park in front of it or behind it. If the premises car park is full you can park on the main road and Sharon will bring the Visitor's car parking voucher to you and she will collect it again after the treatment.

### **How do I make a booking?**

It is company policy for all new clients to complete a client form and pay in advance when booking online or telephonically. Thereafter, should you rebook, you will be classed as an existing client and will then have the option of paying in advance or on the day of treatment. You can pay either online, by cash, BACS or by card. Unfortunately, we cannot accept AMEX. We do prefer BACS or cash payments to help reduce card fees.

### **What is the cancellation policy?**

A 24-hour cancellation applies. Please notify Sports Massage Works or the therapist as soon as possible if you are unable to attend your appointment. We need to refill your slot so please give as much notice as possible in the event you are unable to attend. Please be aware that should you cancel without sufficient notice, we reserve the right to charge you for the full session.

### **Do you do gift vouchers?**

Yes absolutely! This is an excellent option for treating a family member, friend, or colleague to something special. We love what we do and want your friends to enjoy the benefits too. Vouchers are valid for 3 months and are available on the website. T&Cs apply. Please note that payment for these vouchers cannot be split and will need to be paid in full.

### **What if I can't find a time slot that suits me?**

Please call us 07940452121 or email us at [info@sportsmassage-works.com](mailto:info@sportsmassage-works.com) and we will see what we can do to help accommodate you.

### **Can I bruise after having a massage?**

Yes. Bruising is more prone to people who are older, anemic, skinny, or are on certain medications like blood thinners. Every effort is made to avoid causing bruises where possible. Where minor bruises and bruising do occur from a massage – they tend to go away in a few days or last up to about two weeks. Fortunately, bruises hardly ever turn dangerous and rarely need medical attention.

### **Refer a friend**

When you refer a friend, family member, or colleague for a massage and they come in for treatment, please have them write your full name on their client form when booking. This way, I can apply a discount for you at your next appointment.

### **Where do I leave a review?**

There are 2 options. Google is preferred. [Google](#) – you can leave a review here | [Yell](#) – you can leave a review on this platform