

### These terms and conditions are for the benefit of both of us: You as the client and me as the Therapist

By following these simple guidelines, we will eliminate the possibility of any potential situation arising - and by 'situation', I mean a physical reaction to an oil or an oil ingredient that you may be allergic to; a new medication or medication switch that you have not informed me about causing a reaction, or any other example of a situation where I, Sharon Roberts, have not been fully informed about your medical history that later causes problems and necessitates further action.

In order to provide you with the best treatment and care, I rely on your honesty and open-ness at all times when discussing your past and present medical histories with me no matter how you may feel about it. Its purpose is so I can accurately gauge your needs and requirements and alter my therapy and massage treatments (and the ingredients involved with those treatments), accordingly, to give you the maximum benefit.

### Client Terms & Conditions:

By booking and attending a treatment with me, Sharon Roberts of Sports Massage Works, it is taken as proof that you have read, understood and agree by the Terms and conditions as outlined here as well as the Privacy Statement on the website: [www.sportsmassage-works.com](http://www.sportsmassage-works.com) Consent for receiving marketing data via post, email, phone or text can be withdrawn at any time - by emailing the request through to [info@sportsmassage-works.com](mailto:info@sportsmassage-works.com).

I understand that if I have COVID-19 symptoms, I must let the Therapist know as soon as possible so my appointment can be rescheduled. I'll also let the Therapist know if I have a fever, infection, or contraindication to massage prior to an appointment so my appointment can be rescheduled. I'll make sure my symptoms are clear and am healthy to proceed with treatment. I also understand that Sports Massage Works and Therapist/s have taken every precaution to prevent the spread of the virus and cannot be held responsible post treatment should I experience Covid symptoms, but I will advise them if I get symptoms asap. I understand that if I have had a vaccine a few days before or on the day of my appointment, I could be advised to reschedule my appointment or be sent home to ensure my safety. I am also aware that if I am meant to be self-isolating and attend an appointment, I can also be sent home.

I also agree to the following and understand it is subject to change:

- To arrive 5-minutes before my appointment time and where necessary will **park on the main road** (I understand that a visitor voucher will be provided). I agree to check the voucher date/time to ensure it is correct. I understand I also have the option to park at Morrisons for free for up to two hours and is my responsibility to ensure that I abide by the parking rules. In the event I do park on the premises, if I, the client causes any damage to the walls or property, I understand and agree that I am liable to pay for the damage and will work alongside Sports Massage Works in a timeous manner to sort out details.
- To wash hands on arrival and following toilet use
- To remove shoes and leave near entrance
- To notify the Sports Massage Works, or Therapist/s ASAP via text, call or email ([info@sportsmassage-works.com](mailto:info@sportsmassage-works.com)) if I feel I feel unwell, have a fever, infection, cold or have COVID-19 symptoms prior to my appointment
- I understand that face masks are now optional to wear
- To advise my therapist if I contract Covid 19 within 3 days of visiting Sports Massage Works. Anyone with indirect contact should also be advised
- I understand that this is a **non-sexual service** and Sports Massage Works is dedicated to providing professional services to athletes and/ or individuals looking for muscular relief for tension and/or injuries. Only the main areas of the body will be focused on. Draping will be used during the session – only the area being worked on will be uncovered. I also understand that there are no shower facilities available at the venue post treatment, but a towel is used to absorb as much oil/lotion/wax as possible.
- Clients under the age of 18 must be accompanied by a parent or legal guardian during the entire session. Informed written consent must be provided by parent or legal guardian for any client under the age of 18. I understand that an **age verification policy** is adopted in respect of the premises such that anyone who appears to be under the age of 25 is asked to provide proof of their age where required.
- I agree to complete the client form as outlined for first time clients, pay in advance of the treatment as well as giving consent to the Therapist to carry out treatment based on the client consultation. I shall provide all of my health and medical information to the best of my knowledge, in full and agree to it being kept privately, confidentially on file and on the Acuity Scheduling App and in the understanding that it shall never be passed onto or read by any third parties without my consent – as per the Privacy Statement on Sports Massage Works website. **I agree to update Sharon or Sports Massage Works** with information regarding any changes to any ongoing medical treatments as these changes may affect my therapy treatments in some way.
- I also agree to read the **Aftercare advice** on the website prior to booking treatment so I am aware of the symptoms I may experience after treatment and what to do after treatment to get the best benefit from having treatment. I understand that any ongoing treatment after the first session is consent based on the first client form that was completed and signed by myself.
- I also understand that whilst the Therapist makes every effort to avoid this, some bruising could result from massage, but I am aware this will go away in due course. I'm also aware that if I am prone to bruising, I may bruise more easily than others after massage, and give the Therapist consent to use Arnica gel (if not allergic) to help combat bruising. I realise that the Therapist may need time to work with the muscle group to get to know the muscles and will work alongside me to understand pressure and what the muscles can handle, and this will be communicated between us so the Therapist can alter treatment accordingly.

- I understand that if I book on-line via the website, I will pay in advance for the treatment. If I am not able to make my scheduled appointment, **I agree to cancel 24 hours in advance by telephone, email or text** (not via Facebook or Twitter), unless I have an emergency, in which case I shall telephone Sharon as soon as possible and leave a message. **Cancellation policy** - If I missed a scheduled appointment and did not contact and inform Sharon 24 hours previously, **I agree to pay my appointment charge in full**. I believe this is fair, as I have booked Sharon's time and to miss an appointment means she cannot rebook that same time slot in order to recoup the lost revenue.
- I understand that if I cancel my appointment as a new client within the 24-hour cancellation policy, **I will be refunded but an administrative fee will be deducted** as Sports Massage Works are charged that fee by the payment-processing company.
- I understand that massage and other similar body-work treatments are therapeutic in nature and **are** NOT a substitute for medical examination or medical care. I understand that the **Therapist is not a Doctor** and does not diagnose conditions. However, if the Therapist notices any abnormalities or the Range of Motion (ROM) and special tests indicate or suggest joint issues, Sharon will refer you to your GP for further diagnosis or specialist treatment. Where applicable I agree to check prior to treatment if my medical insurance company covers sports massage treatment. Sharon is a member of the ISRM (The Institute for Soft Tissue Therapists) and CNHC (Complimentary & Natural Healthcare Council). If I am not covered through private medical aid, then I agree to be responsible for paying for the treatment myself.
- I agree to honour all existing and future medical practitioner **appointments**. I also agree NOT to stop any course of medication or treatment as prescribed by my local GP or other medical practitioner without first discussing this with them. I agree that any therapy or treatment given by Sports Massage Works should not be used in place of conventional medical care. Always consult your GP or a healthcare professional for medical attention and advice.
- Where applicable Sports Massage Works might provide **stretching exercises** to help improve and increase mobility and range of movement, but it does not replace doctor or specialist diagnosis and if under doctor care for injury management – all exercises suggested by Sports Massage Works must be run by the Doctor, GP or physio first before applying them. If any stretches or exercises that are carried out hurt, then I know to stop doing them.
- I understand that the **Gift Voucher** is valid for three months from date of purchase. Gift Vouchers cannot be exchanged for cash but are transferable within the 3-month time frame from date of purchase. These are non-refundable if not used within the three-month period from time of purchase.
- Where necessary, I have **checked with my GP** to see if I can have massage treatment and agree to provide Sports Massage Works with a consent letter where needed – for example if I am a cancer patient and am allowed treatment.
- I verify that I have been advised of clinic procedure, have answered the pre-screening questions, and confirm that I am medically safe to have treatment to the best of their knowledge, and in no way hold Sports Massage Works or practitioner responsible if they contract COVID post treatment. I also give **the Therapist consent to give me massage treatment** and confirm that I have been presented with all the necessary information to enable me to consider all the options. The Therapist explained the benefits of treatment and what we are trying to achieve, explained possible side effects post massage, allowed me to ask questions, have been informed me of what areas of the body the Therapist will work be working on and why which could change as treatment progresses. Have been explained the benefits the Therapist will be aiming for. Been advised what clothing to remove and keep on. The Therapist will seek permission from me before adjusting clothing or exposing an area of the body to work on. I agree to give the Therapist permission to work on other related areas of the body as the Therapist learns more about my condition during treatment.
- Sports Massage Works business, Sharon Roberts herself, or anyone acting on her behalf do not assume or accept responsibility for a client's healthcare needs. Any therapies you may undertake are done so voluntarily by you on the understanding that you have read and abide by the Terms and Conditions as set out above.