Patient Name: _____

Massage Policy Notification

Thank you for choosing me as your massage therapist. In order to provide you with the best possible service, I have implemented the following policies:

Cancellation & Rescheduling Policy

I understand that sometimes plans change and appointments need to be cancelled or rearranged. However, as a small independent business, late cancellations and missed appointments can have a significant impact.
To ensure fairness to all patients, the following policy applies:

- 24 hours notice is kindly requested for cancellations or rescheduling
- Cancellations made with less than 24 hours notice will result in losing your deposit
- Missed appointments without prior notice may be charged at 100% of the treatment cost
- If you are feeling unwell, please contact me as soon as possible so we can discuss rearranging your appointment
- If you need to cancel your appointment, you will be offered an alternative date or a refund of any payment already made for that appointment

I appreciate that unexpected circumstances can arise and will always aim to approach these situations with understanding and fairness.

Thank you for respecting my time and supporting my small business.

Deposit/Booking Fee Policy

To help with patient retention when booking online through the website booking system you will be required to pay a small deposit. When booking you will also be given the option to pay in full online or pay the rest on the day of treatment. If you do have to reschedule for any reason and you have given me 24 hours notice that deposit will be transferred over to the new appointment. However, if you do not give enough notice or do not turn up for your appointment then that deposit will be lost.

Home Clinic Access & Visitor Policy

My home treatment room provides a welcoming, private and professional environment where you can relax and focus on your treatment.
As the clinic operates from a private residential property, I kindly ask patients to respect the following guidelines.

Arrival Times
Please arrive at your scheduled appointment time rather than significantly earlier, as there is not a designated waiting area.

Parking Access
Parking and access information will be provided when your booking is confirmed and deposit paid. In your confirmation email you will find the address and what to do on arrival. Please be considerate of neighbouring properties and avoid blocking driveways or access points.

Visitors & Accompanying Guests
Appointments are intended for the individual receiving treatment. If you require someone to accompany you for medical, accessibility or personal reasons, please let me know in advance so suitable arrangements can be discussed.
Patients 16 years of younger will always require a parent or guardian with them during appointments.
Also bare in mind, the treatment room is up a set of stairs.

Respecting Private Areas
Only designated treatment and patient access areas are available during appointments. Other areas of the property remain private.

Personal Belongings
Please keep personal belongings with you during our visit. I cannot accept responsibility for loss or damage except where legally responsible.

Health & Hygiene
If you are experiencing symptoms of a contagious illness, please contact me before attending.

These guidelines help maintain a calm, safe and professional environment for everyone.

Thank you for your understanding and cooperation.

Professional Boundaries & Patient Conduct Policy

I am committed to providing a safe, respectful and professional treatment environment where every patient feels comfortable, listened to and valued.

Professional Conduct
All treatments are strictly therapeutic and professional.
Inappropriate, sexual, aggressive, threatening or discriminatory behaviour will not be tolerated.
Any such behaviour may result in immediate termination of the appointment and refusal or future bookings.

Privacy & Dignity
Your privacy and dignity will be respected throughout your treatment. Appropriate towels and draping will be used with, only the area being treated exposed.

Informed Consent
Your treatment will be explained beforehand and consent sought after.

You are encouraged to communicate any concerns or discomfort during your appointment. You may request a change to your treatment or withdraw consent at any time.
Any personal information shared during consultations or treatment is confidential and handled in accordance with professional and legal standards (including GDPR where applicable)

Appropriate Therapeutic Touch
Treatment will only involve areas relevant to your individual needs and agreed treatment plan.
Treatment involving sensitive areas (glutes, chest, groin) will only take place when clinically appropriate, with clear explanation and specific consent.

Mutual Respect
Both therapist and patient have the right to feel safe and respected. I reserve the right to decline or discontinue treatment if professional boundaries are not maintained.
My aim is to create a welcoming and supportive environment built on trust, communication and mutual respect.

Safety & Lone Working Policy

Your safety and wellbeing are important to me. As I operate from a private home treatment room, I have procedures in place to maintain a secure, comfortable and professional environment for both patients and therapists.

Appointment Bookings
All treatments are by appointment only. Walk in appointments are not available.
Patients may be asked to provide their name, contact details and relevant health information before attending.

Personal Safety
I reserve the right to decline or discontinue an appointment if I feel that my safety, the safety of others or the security of my home is at risk.
Threatening, aggressive, abusive or inappropriate behaviour will not be tolerated.

Treatment Environment
The treatment room and equipment are maintained to appropriate hygiene and safety standards.
Patients are kindly asked to follow any reasonable safety instructions during their visit.

Health Considerations
A health consultation will be carried out to help determine whether treatment is appropriate.
Treatment may be postponed, adapted or declined where there are health or safety concerns.

Emergency Procedures
Appropriate emergency procedures are in place. In an event of a medical emergency, emergency services may be contacted.

Respect for the Home Environment

As the clinic is located within a private residence, patients are asked to respect the property, designated treatment areas and appointment arrangements.

These measurements are intended to ensure that every appointment takes place in a safe, calm and professional setting.

Signing below indicates that you have read, fully understand and will abide by the massage policies as listed above.

Signed:

_____

Date:

_____