

TERMS AND CONDITIONS

APPOINTMENTS

- All paid massage sessions must be paid for in full at the time of booking, with phone payment now accepted. The clinic does not practice a credit system.
- Appointments are for a thirty minute session, with 20 minutes consultation with a practitioner or student, and 5 minutes at start/finish for client undress/dress/assessment update.
- A client's first session will be a clinical assessment undertaken by a qualified practitioner and may not include a 'hands-on' massage. Depending on time available and the length of the assessment the practitioner may be able to give a 'hands on' massage.

CANCELLATIONS

- A minimum of 24 hours' notice must be given to cancel an appointment. Failure to attend an appointment with less than 24 hours' notice of cancellation will incur a charge.
- Following a cancellation, a new appointment must be booked and paid for before any further massages can be taken.

STUDENT MESSAGE SESSIONS

- Clients paying for a massage session are eligible for one massage session with a student to be allocated, at the discretion of a qualified practitioner, once a client assessment has been completed. A student massage session is free of charge; it **MUST** be booked at the same time as your paid session is booked.
- The availability of student massage sessions are limited, particularly during vacation periods, and are based on a first come, first serve basis.
- Student massage sessions must be taken within three weeks of a paid session and not transferable beyond the 'next three weeks' timescale and not transferable to a third party.
- If a paid double session is booked then the client is entitled to two student massage sessions. In this instance both student massage sessions must be taken within the next three weeks following the paid session and are subject to student availability.
- Student massage sessions are administered by unqualified students practicing their sports massage hand techniques under the supervision of a qualified practitioner.

MESSAGE SESSIONS

- To ensure effective use of time please arrive 5 minutes before your allocated appointment time.
- Clients are invited to bring their own towels or oil to a massage session, otherwise towels and oils will be supplied by the students or practitioners.
- All clients will be partially disrobed and properly draped during massage sessions. The groups are invariably mixed; therefore you should expect to be treated by practitioners/students of both sexes.

HEALTH AND SAFETY

- All students and qualified practitioners hold a professional insurance which covers the delivery of sports massage.
- Due to the nature of massage and the need for close contact, practitioners and students will maintain a high standard of personal hygiene and clients are asked to ensure that they also maintain a high standard of personal hygiene.
- Practitioners and students will not conduct massages when suffering from colds/viruses, infections or general ill health due to the risks of cross contamination.
- Clients are asked not to attend for a massage if they are suffering from colds/viruses, infections or general ill health, and contact NIAC promptly on the morning of booking to re-arrange.
- Cardiff Metropolitan University, Clinic staff, practitioners and students will not be held responsible for the loss or damage of personal items.
- Clients under the age of 18 years must be accompanied by a parent or guardian.
- The clinic holds the right to refuse any treatment if a client is physically or verbally abusive towards any staff member, student or client. Such behaviour may result in a partial/total ban and/or criminal proceedings.

