

# Enfolding Touch Massage Therapy

## Terms & Conditions

### Overview

To support a respectful and smooth experience for all clients, the following terms apply to all massage therapy appointments booked with me.

### Bookings and Payments

All appointments must be arranged in advance by contacting me via:

- Website Contact Form
- Email: enfoldingtouchtherapies@gmail.com
- WhatsApp or phone: 07490 117 837

Full payment is required at least 24 hours prior to your scheduled treatment to confirm your booking.

- Payments can be made by bank transfer or card payment via a secure Stripe link, which will be emailed to you.
- Invoices are processed securely, and any refunds granted will be minus Stripe and bank processing fees.

### Cancellations, Lateness & No-Shows

- A minimum of 24 hours' notice is required to cancel or reschedule an appointment.
- No refunds will be issued for late cancellations (less than 24 hours' notice) or no-shows.
- Exceptions may be granted at the therapist's discretion, based on individual circumstances.
- If you arrive late, your session may be shortened to respect the time of following clients, while the full fee still applies.

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### Refund Policy

- Refunds are issued at my discretion, depending on individual circumstances.
- Please note that processing fees charged by Fresha and your payment provider are non-refundable, and any refunds granted will be minus these fees.

### Health & Consultation

- For your safety and to provide the most beneficial treatment, all new clients must complete a brief health consultation before their first session.
- Please inform me of any health concerns, injuries, or recent medical changes prior to your appointment.

### Practitioner rights

I reserve the right to refuse or discontinue a session if a client presents with a condition that contraindicates massage or behaves in a way that is inappropriate or unsafe.

### Contact

If you have questions about this Privacy Policy, please contact us at:

- Email: [enfoldingtouchtherapies@gmail.com](mailto:enfoldingtouchtherapies@gmail.com)
- Phone: 07490 117 837
- Address: Moorcroft Cottage, Stretton Grandison, Ledbury, HR8 2TP