

Yoga with Zuzana 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: yogawithzuzi@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: yogawithzuzi@gmail.com
- Phone: 07490 117 837
- Address: Moorcroft Cottage, Stretton Grandison, Ledbury, HR8 2TP