

# Terms & Conditions - Active Lambeth Therapy

Please note by booking an appointment with us you are accepting the terms and conditions as set out by Active Lambeth Therapy (ALT).

## Feedback

Any feedback regarding your treatment is greatly appreciated. Feedback can be left using the following link or by visiting our web page.

## Arriving at Active Lambeth Therapy

If you are new to the ALT and have not completed your compulsory consultation / medical form, please arrive 10 minutes before your appointment time. This will give you plenty of time to check in and fill out the compulsory consultation / medical form. Please note, arriving late will impact **your** treatment time. As a courtesy to the next client all sessions booked with ALT will end on time.

## Late arrivals

We will always do our best to accommodate late arrivals (within 10 minutes after your appointment time) by performing the most complete treatment possible in the time remaining. (This does not apply to treatments less than 45 minutes long)

Unfortunately, arriving 10 minutes after your scheduled appointment will result in the **cancellation of your appointment**. Our cancellation policy will apply.

ALT recommends that all visitors plan ahead of their visit. Parking can be difficult in the surrounding area, if travelling by car and unforeseen transport issues can occur at any time.

## Cancellation policy

All bookings are final. We run ALT on an appointment basis. When a client cancels late or misses appointments this comes at a financial cost to ALT. We do appreciate that things do crop up, so we ask that you please notify ALT as soon as possible. As all bookings are final an alternative option is not guaranteed to be offered.

## Client consultation / medical forms

All new clients will be required to complete a client consultation form before our therapist can perform any treatments on you. Failure to do so will result in refusal of your treatment and you will not be eligible for a refund. **Existing clients:** It is your responsibility to let us know of any changes in your circumstances before your treatment goes ahead. To ensure our client records are up to date a new form client consultation / medical form will need to be completed on a yearly basis.

All personal information and data captured will be **confidential** and used only to ensure your safety during any planned treatments. By accepting our terms and conditions you agree to release the massage therapist and business (Active Lambeth) from all liability for any harm that may unintentionally result from any treatment you may have at ALT. You can withdraw your consent at any time by emailing [activelambeth@lambeth.gov.uk](mailto:activelambeth@lambeth.gov.uk)

Personal details obtained during the consultation process are protected under the Data protection Act.

## **Refund Policy – services**

All treatments are carried out by qualified therapists. If you have had a treatment with ALT that you are unsatisfied with, please let a member of our team or the therapist know during your treatment immediately. We cannot guarantee that you will receive a refund however we will investigate your concerns and act accordingly. All concerns MUST be raised either immediately at the time of treatment or within 24hrs after treatment.

## **Age restrictions**

Clients MUST be 18 years or over to receive treatment. We reserve the right to refuse performing treatments on any guest who we have reason to believe is under the age of consent.

## **Therapist / Staff illness**

From time to time there may be instances where we have to cancel your appointment(s) due to therapist / staff illness and emergency. Please note in such cases our first option will be to move you to another therapist on the same day and time if this is possible. In the case we cannot reschedule your appointment we will cancel your appointment and rebook you in for another day. We will notify you as soon as we can if we need to cancel your appointment.

## **Booking ALT treatments**

You can book a preferred appointment over the phone or online by visiting the activity Lambeth Therapy web page. All bookings are final, non-transferable, or refundable once confirmed and payment has been taken. We do not reserve spaces. Appointments are booked on a first come first served basis. We do not facilitate walk ins. We would advise those seeking treatment at ALT to book in advance to avoid disappointment.

## **Promotions / Special offers / Gift vouchers / packages**

We may from time to time run special offers and promotions. All packages and treatments MUST be paid for in advance. Offers and promotions are valid for the period specified.

**Introductory offer** - first massage with Active Lambeth Therapy @ £49.99. your information will be validated according to our records prior to appointment. If found to be in breach of the offer your payment will be forfeited and appointment cancelled.

**Package offers** - X3 massages priced at £144 is valid for a period of 6 months after purchase date. This package can only be used against 60-minute treatments.

## **Website information and prices**

From time to time we may add new / remove treatments to / from our menu. Please check with ALT for treatment updates and prices.

## **Gratuity**

We do not accept gratuity.