



Absolute Sports Therapy
20 Sands Road, South Moreton,
Didcot, OX11 9AB

TERMS & CONDITIONS

These terms and conditions will apply to anyone booking or contacting Absolute Sport Therapy (Anna-Leigh Willis) through the website, email, social media or by phone. Instructions by a client to commence sports massage therapy or any other service we may provide will constitute acceptance of these terms and conditions.

The client is asked to pay special attention to the provisions related to liability and cancellations – this does not affect your statutory rights.

Payment

Payment can be made by cash or bank transfer immediately following a treatment at the clinic.

An invoice can be provided on request.

Late payments will be subject to a £10 per week administration charge.

Payments not received within 28 days of appointment, the Company will commence legal proceedings without further notice at which the Company reserves the rights to seek recovery of legal costs and interest on the outstanding amount.

Arriving at the clinic

As a courtesy to all my clients, we do operate a prompt appointment schedule. Please arrive at the clinic within five minutes prior to your scheduled appointment.

A late arrival may mean that your treatment time is reduced, you will still be charged the full price of the treatment.

First Appointment

Your first appointment will include an initial consultation and assessment, which may include but not limited to a postural assessment and range of movement testing. Due to this, your treatment time during the first appointment may be shorter, however, assessment is important to be able to treat the cause as well as the symptoms.

The Therapist's Obligations

The therapist will use their skills and knowledge to design a safe programme of advice and support that the client may need to help them achieve their goals.

The Client's Obligations

All client information will be kept strictly private and confidential. If the therapist requires further medical information from a practitioner, the client must provide such details.

It is understood between client and therapist that both must commit to the programme 100% in order to achieve results.

The client is required to arrive on time for each session so that a full session can be achieved on each visit.

The client is required to wear appropriate clothing and footwear. Clothes should be loose fitting and non-restrictive. Footwear should be comfortable and provide adequate support.

Health Screening/Medical History

All clients must complete a consultation form before commencing any treatment/programme or a medical history form prior to a treatment.

Your therapist may require a letter of 'medical clearance' from your GP. Please be aware that your GP may charge for providing this letter.

Your therapist cannot be held liable in any way for undeclared or unknown medical conditions.

Cancellation & Lateness Policy

Your booked time slot with Absolute Sports Therapy is exclusively for you and therefore, for the protection of the company against financial losses, I operate a 48-hour cancellation policy where the following applies:

1. If you cancel an appointment over 48-hours in advance, you will not be charged for the missed session.
2. If you cancel within the 48 hours' notice period of your booked appointment, or if you are unable to attend, regardless of the reason, you will be liable to pay for the appointment as follows where an invoice will be sent to you via email:
 - a. Cancellations made within 48 hours of your appointment will be subject to a 50% fee of the full price of the booked appointment.
 - b. Cancellations made within 24 hours of your appointment will be subject to a 100% fee of the full price of the appointment.
 - c. If you do not attend your appointment without notice, you will be subject to a 100% fee of the full price of the appointment.
 - d. Fees above are chargeable even if the appointment is rescheduled to an alternative date and/or time.
3. Should you repeatedly cancel/not attend appointments, I may ask for a non-refundable pre-payment to secure your booking. Pre-payments are non-refundable for the security of the company, even if you cancel ahead of the usual 48-hour window.



Info@absolutesportstherapy.co.uk



07809 209 239



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4. Should you arrive late to an appointment, I cannot extend the session to compensate, and full treatment price is chargeable without discount.
5. If you are over 15 minutes late and have not contacted me, I will assume you are not attending the appointment and I will apply the cancellation policy as demonstrated above to your appointment.
6. If you are over 30 minutes late, regardless of if you have contacted me, your appointment will be cancelled and 100% of the appointment will be chargeable to you.
7. Cancellations can be made via email to info@absolutesportstherapy.co.uk, text or call to 07809209239 and/or through social media direct message.
8. To avoid cancellation fees, you must cancel or reschedule the appointment via the above methods outside of the 48-hour period.
9. Occasionally, circumstances may prevent me from delivering a session as agreed. I will give you as much notice as possible if this happens. I will not charge you for appointments I cancel and will do my best to re-book at a time that best suits you.
10. All cancellation policy fees will be invoiced your email with due on receipt terms.
11. Payments must be made in the form of a bank transfer or cash payment.
12. Absolute Sports Therapy does not offer refunds.

Fee Charging Policy

Block Bookings must be paid for in advance BUT sessions do not have to be booked in advance. All sessions/vouchers must be redeemed within twelve months of purchase.

All monies paid are non-refundable.

Liability

This Liability section applies only to the extent permitted by law. For the avoidance of doubt, the Company does not exclude or limit any liability for

- personal injury (including sickness and death) where such injury results from the Companies negligence or wilful default,
- or
- fraudulent misrepresentation.

The Company does not accept liability (except as set out below) for any errors and oversights and reserve the right to change information, specifications and descriptions of listed packages and services. The Company will correct errors and oversights as quickly as practicable after being notified of them.

The Company does not accept any liability whatsoever for any indirect loss, consequential loss, loss of data, loss of income or profit, loss of damage to property and vehicles parked on site and/or loss from claims of third parties arising out of the use of the Company website or services purchased from the Company or any other damage howsoever caused.

The Company will only be liable for direct loss up to a maximum total of the price of the sessions or service purchased in respect of any claim.

Website Terms

The owner of this web site is Anna-Leigh Willis of Absolute Sports Therapy. In line with current GDPR if you consent that e-mail can be used as a long-distance means of communication any relevant communication will be sent in this format.

Cliniko

Appointments booked via the Cliniko booking system on the Company's website will comply with Cliniko's terms and conditions. By using Cliniko you agree to their terms and conditions. You can find a copy of their Data Processing Agreement on their website <https://www.cliniko.com/policies/>.

Miscellaneous

Absolute Sports Therapy may amend these terms and conditions from time to time and place the new version on the website. All sessions, packages and purchases from the Company from the date that the amended terms are placed on our website onwards will be governed by those new terms.

These terms and conditions shall apply when you use the Company website. They shall supersede any and all other conditions, understandings, commitments, agreements or representations (except fraudulent misrepresentations) whether oral or in writing.





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The Company advises that you print off and keep safe a copy of these terms and conditions. You are advised to read (and are responsible for reading) all information on the Company's website fully.

If any of these terms are held to be invalid or unenforceable, those terms will be struck out and the other terms remain. These terms and conditions are subject to the laws and exclusive jurisdiction of the United Kingdom of Great Britain.



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