

## Terms & conditions for Clients

“Marian Child” - therapist, Trading as “Massage By Marian”

By ordering services you are agreeing to be bound by the following terms & conditions. These terms & conditions cannot be varied except by changes made by “Massage By Marian”, which may be made from time to time.

### Massage bookings, purchasing services &/or products

The term massage is used to include all therapies offered by “Massage By Marian” .

Massage recipients are responsible for ensuring that the consultation takes place & that they are suitably healthy to receive the treatment provided. “Massage By Marian” is therefore not legally liable for problems that occur after treatment is provided.

Massage bookings are subject to the therapist’s availability & in the event of difficulties in fulfilling your order, “Massage By Marian” can only replace the original therapy booking with a treatment to the same value as per the original booking.

To fulfil your booking request & avoid delays, the “Massage By Marian” requires accurate contact details which include contact telephone number, email & contact address including postcode.

### Therapy

The treatment you will receive is based upon the information you have provided about yourself in the medical screening questionnaire.

You must inform your therapist of any changes in your medical condition as soon as you become aware of it.

Massage by Marian does not exclude liability for any personal injury or death caused as a result of our negligence.

The answers in your medical questionnaire shall be truthful, comprehensive, & you will not withhold any material fact to the best of your ability & knowledge.

The therapist reserves the right to refuse treatment without explanation if they believe the treatment to be detrimental to yours, or the therapist’s health or safety.

Treatment will not be carried out until any outstanding payments are received from previous treatments or cancellation charges.

The client reserves the right to refuse treatment or halt treatment at any time.

The client may request & is entitled that another person be present during treatment.

Persons under the age of 18 will require a parent or guardian to be present at all times.

### Cancellations

Massages which are cancelled 24 hours or less in advance of their appointment will be charged in full.

If the therapist is unable to fulfil your booking or provide a suitable substitute, any payment made in advance will be refunded on request.

### Gift Vouchers

The gift voucher will usually be handed to you or posted on the day of monies being received or cleared. A gift voucher may be redeemed against treatments only & not for cash.

Vouchers are personalised & can be used once by the named recipient. In the event that the recipient is not able to receive a massage due to health reasons, an exchange may be offered to an alternative recipient within the valid period of the voucher.

Gift vouchers are valid for a period of up to 6 months from the date of purchase.

#### Failed Cheques or payments

A fee of £12 will be levied against the client in the event of a failed cheque or payment to cover the therapist's costs.

#### Prices

Prices are subject to change.

Existing bookings & gift vouchers will not be affected by the rate change.

#### Payment information

Currently payment can only be accepted in the form of cash or cheques made payable to "Marian Child".

BACS details will be made available on request.

#### General

This agreement supersedes all prior agreements, arrangements, terms & conditions & understandings between the client & Marian Child

These terms & conditions do not affect your common law & statutory rights.

#### Links to other websites

Whilst we may include links to other websites on [marianchild.co.uk](http://marianchild.co.uk), we do not endorse or accept any responsibility for their content

#### Offers & incentives

From time to time vouchers, offers & incentives are available. These are subject to change & withdrawal. Terms & conditions above also apply.

##### *Current offers*

In order to qualify for:

##### *"Referral Scheme"*

a customer needs to refer 2 separate clients, who pay & receive a full body or sports massage.

Half hour sessions do not qualify

##### *"Loyalty Cards"*

A customer should have paid for 10 full body massages or sports massages.

Half hour sessions do not qualify.

##### *"You & a Friend Voucher"*

Only one voucher per client.

Vouchers can only be used against a 30 minute massage or sports massage by you & a friend.

Vouchers cannot be used in conjunction with any other offer.

Offer expires 29th October 2009.