



TERMS AND CONDITIONS

By accepting a booking or receiving any of the services provided by Zen Therapy Room, you agree to our Terms and Conditions.

APPOINTMENTS

You can make an appointment with Zen Therapy Room by calling, text, WhatsApp, or email. Appointments are available for a variety of durations please specify your preferred duration during your enquiry or booking.

GIFT VOUCHERS AND PROMOTIONS

Any gift vouchers (when available) or promotional packages purchased from Zen Therapy Room are valid for one year, may not be used passed the expiry date and are non-refundable.

CANCELLATION POLICY

Zen Therapy Room requires a minimum of 24 hours' notice to cancel an appointment. Failure to attend an appointment with less than 24 hours' notice of cancellation will incur the charge for the full appointment.

Please cancel as soon as possible if a foreseeable event is likely to prevent you from attending, for example, illness or adverse weather conditions. If you need to cancel your appointment at short notice, then Zen Therapy Room shall discuss the cost implications on a case-by-case basis. An invoice for any cancellation / 'no show' charges will be sent to you for payment by bank transfer within 7 days. Following a cancellation, payment must be received before any further massage bookings can be taken.

LATE ARRIVALS

It is important that the agreed appointment time and duration is adhered to. Zen Therapy Room appreciates that sometimes, things happen, and you may arrive a little later or need to leave a bit earlier than planned. This is fine, but Zen Therapy Room cannot make up the missed time by overrunning or adding time to subsequent appointments.

CONFIDENTIALITY

All client information and clinical records (as applicable) will be safeguarded by Zen Therapy Room and will remain confidential. Unless required to do so by law, Zen Therapy Room will not otherwise share, sell or distribute any of the information you provide without your consent. Consultations and client treatment details will not be discussed with anyone other than the client, unless the client is under the age of 18 or has a care worker or guardian or written consent has been received from the client for information to be shared with other healthcare practitioners to ensure the client is provided with the most appropriate treatment. In order to prevent unauthorised access or disclosure, security measures are employed to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. Suitable physical, electronic and managerial procedures are in place to safeguard and secure the information collected online.

Zen Therapy Room will retain your information for a reasonable period or as long as the law requires. Zen Therapy Room will have access to these records solely for the purpose of providing you with the most appropriate treatment.

HEALTH & SAFETY

Rita at Zen Therapy Room is a qualified therapist and holds professional and public indemnity insurance for the services provided. Due to the nature of massage and the need for close contact, Zen Therapy Room will maintain a high standard of personal hygiene and clients are asked to ensure that they also maintain a high standard of personal hygiene. If Zen Therapy Room is unwell, suffering from a cold or virus, infection or general ill health, they will not work due to the risks of cross contamination. This may result in Zen Therapy Room contacting you to inform you of the issue at the earliest opportunity to make suitable alternative arrangements. In this instance refunds (in cases where advance payment has been made) will not be issued but appointments will be rescheduled. Clients are asked not to attend for a massage if they are also unwell, suffering from a cold or virus, infection or general ill health. Please contact Zen Therapy Room at the earliest opportunity to rearrange your appointment, refunds will not be issued in this instance, but appointments can be rescheduled. If you are unwell and contact us to inform us of your illness, please note that our Cancellation Policy may still apply. Zen Therapy Room will not be held responsible for the loss or damage of personal items during your time with Zen Therapy Room. Clients under the age of 16 years must be accompanied by a parent or guardian. This parent or guardian must give permission for the agreed and requested massage plan. They will be invited to stay in the room for the duration of the appointment and expected to remain present throughout the treatment. Zen Therapy Room holds the right to refuse any treatment if a client is physically or verbally abusive, or demonstrates inappropriate, aggressive, or sexual behaviour. Such behaviour may result in a partial or total ban from treatments with Zen Therapy Room and may also result in criminal proceedings.

DISCLAIMER

Zen Therapy Room provides massage therapy in various forms but none of these bodywork modalities are a substitute for professional medical care and/or counselling. Zen Therapy Room will not diagnose, prescribe medication or medical treatment of any kind and will always recommend referral to a GP or other relevant qualified medical professional, specialist or practitioner.

You as the client have a duty to provide accurate and true medical and personal information, to the best of your knowledge, and to keep Zen Therapy Room up to date with details of any medication, symptoms, medical concerns or treatments you are having investigated or undergoing treatment for.

Zen Therapy Room may refuse to treat any client with just and reasonable cause. Zen Therapy Room reserves the right to terminate any appointment at any time if they believe that it is not safe or in the client's best interest to continue. Likewise, the client has the right to refuse, modify or terminate treatment at any time, regardless of prior consent given.