



Terms and Conditions

Appointments

Please note that as a courtesy to all clients, a prompt appointment schedule is adhered to. If you arrive late, it will mean less time for massage as your appointment will end on time and you will still be charged the full price. If you need to change your appointment, please call me on 07506 199630.

Cancellations

I regret it is necessary to charge the full price of your treatment in the event of cancellation being made less than 48 hours before an appointment. Please call 07506 199630 to cancel.

Illness

By you: Please cancel your appointment as soon as possible if you think/know you have anything that may be contagious, such as cold, flu, sickness, skin infection. I reserve the right to refuse treatment if you attend for your appointment when poorly or contagious. I do understand illness is not always predictable and I will be as accommodating as possible.

By me: In the event that I am unwell or unavailable, I will contact you immediately to discuss options for postponing your appointment to an alternative date.

Medical conditions

Please inform me of any medical condition prior to booking, as in some pre-existing medical cases, a note from your GP may be required.

Contraindications

Contra-indications to massage include:

- infectious or contagious disease
- sickness or diarrhoea within 48 hours
- open wounds/fractures
- high temperature/fever
- recent major surgery
- recent history of thrombosis
- waxing within 24 hours
- inoculations within 48 hours

If you develop any of these after making your booking, please call me so I can advise you accordingly.

Consultations

At your first appointment, I will carry out a free initial consultation to include medical history and lifestyle. Subsequent appointments will involve a short catch-up to check for any changes.

Gift Vouchers

Gift vouchers are non-refundable from the date of purchase. Vouchers must be handed over at your treatment. Gift vouchers are valid for six months and the expiry date is clearly stated on each voucher. If a voucher is not used before this date, the voucher is completely non-refundable and will no longer be valid. In the event of a lost voucher, a new voucher will be issued subject to proof of purchase.

Mobile phones

For your comfort, please ensure your mobile phone is switched off or on silent during your treatment.

Smoking

Please be aware that smoking is not allowed at any venue where Aromatherapy Lane operates.

Price alterations

I reserve the right to alter prices without prior notice.