



## **Terms and Conditions**

### **Our commitment to our clients**

All treatments provided by 25thhourltd will last for the specified duration purchased.

All clients must complete a consultation form prior to treatment and will receive up to 5 minutes consultation in addition to their treatment

Treatments will only be conducted if 25thhourltd deems the treatment safe for the client to receive  
GP/Consultant permission may be required before treatments can be provided

### **Inappropriate Behaviour**

25thhourltd has the right to terminate a treatment immediately if the client demonstrates inappropriate or sexual behaviour

Payment will be collected for the full treatment price, provided more than 10 minutes has been spent massaging the client

If the therapist is unable to collect money before leaving, an invoice will be sent to the client's address

All invoices must be paid within 7 days of issue date

### **Cancellation Policy**

A booking is confirmed once 25thhourltd and the client have both agreed a date, time, duration and location for a treatment

If a cancellation is made more than 24 hours before a treatment, the client will not be charged

If a cancellation is made within 24 hours of the treatment, they will be expected to pay a cancellation fee of £40 for each hour cancelled

This cancellation fee may be waived at 25thhourltd's discretion.

The cancellation fee must be paid within 7 days of the cancellation

25thhourltd has the right to cancel a treatment by giving 24 hours notice

25thhourltd has the right to cancel a treatment without notice if the room or environment is unsuitable for the treatment to be provided, or if the therapist is taken ill

25thhourltd has the right to cancel a treatment without notice if the client is intoxicated or inebriated

25thhourltd commits to rearranging treatments to a new time and date within two weeks of the cancelled treatment where possible

### **Vouchers**

Vouchers can be used as payment towards any available, advertised treatments

Vouchers are only valid for one use

If the whole amount of the voucher is not used, another voucher for the remaining voucher sum will be issued

Vouchers are only valid up to and including the expiry date

Postage will only be charged for vouchers that are paid for online and then posted

If postage is paid, but vouchers are delivered during a treatment, the postage fee charged will be returned to the customer in cash

Refunds are not available for vouchers already paid for and provided

### **Feedback Forms**

Content may be used in publicity material and on the website, with the permission of the author

### **Website Content**

Website content will be authorised and managed at 25thhourltd's discretion, including testimonials

Photographs will only be displayed with the consent of the people in the photograph  
Photograph consent may be obtained by 25thhourltd verbally, or in writing if the client completes a photo release form  
Photo release forms can be requested by phone or email

### **Payment**

25thhourltd accepts payment in cash, card, bank transfer or through PayPal  
Invoices will be sent to clients who do not pay for, or who cancel, treatments  
Invoices must be paid within 7 days of the issue date

### **Privacy**

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  
Consultations will only be discussed with the client unless the client is under the age of 18 or has a care worker or guardian  
Consultation Forms and treatment notes will be kept on file, securely by 25thhourltd  
All clients must complete a consultation form prior to receiving 25thhourltd treatments  
By signing the consultation form, clients are giving 25thhourltd permission to hold records and data about them  
Personal information will not be shared with any third parties

### **Young Clients**

Clients under the age of 18 must be accompanied by an adult  
The adult must give permission for the treatment to be performed  
The adult must co-sign the client's consultation form  
The adult must be present in the room throughout the treatment

### **Complaints Procedure**

If a client wishes to make a complaint about 25thhourltd, this must be emailed to [admin@25thhourltd.com](mailto:admin@25thhourltd.com)  
Complaints must include the date and location of the incident, the full name of the complainant, details of the complaint and a desired outcome following the complaint  
All complaints will be taken very seriously and a response will be provided within 28 days

### **Insurance and Ethics**

25thhourltd is registered with CThA, FHT and CNHC  
25thhourltd abides by the code of ethics provided by above  
25thhourltd is fully insured by Holistic Insurance Services

### **Covid 19 Update**

- a) There has not been in contact with anyone with Covid-19, in the last 14 days, to your knowledge
- b) There have not been any symptoms: - dry cough, temp over 37.8°C, loss of smell and/or taste
- c) Should the client contract the virus you must inform the therapist as soon as possible
- d) Should the client contract the virus we are obliged to inform NHS Track & Trace