

AB Massage Therapy: Terms of Service & Clinical Policies

Effective Date: 1 January 2026 (Updated March 8, 2026)

1. Appointments & Reservations

- **Time Allocation:** All bookings are based on a reserved time window, not the duration of the hands-on treatment. This window accounts for setup, clinical assessment, and service delivery.
- **Exclusivity:** By booking a session, you are reserving my exclusive time. This prevents me from accepting other clinical work during this period.
- **Deposit:** A 50% non-refundable deposit is required at the time of booking to secure your slot.

2. Service Fees & Payments

- **Fixed Pricing:** Fees are fixed based on the reserved time block.
- **On-Site Modifications:** Should you request to shorten the duration of the session once the therapist is on-site, the full original booking fee remains due and payable.
- **Payment Terms:** Full payment of the remaining balance is due immediately upon the completion of the service via Revolut or cash.

3. Professional Standards & Conduct

- **Clinical Environment:** My services are clinical and professional in nature.
- **Code of Conduct:** Respectful behavior is required at all times. Inappropriate requests, harassment, or verbal abuse will result in the immediate termination of the session, and the full service fee will remain due.
- **Right to Refuse Service:** AB Massage Therapy reserves the right to decline, reschedule, or terminate services at any time if the therapist's professional boundaries are disregarded.

4. Cancellations & Rescheduling

- **Notice Period:** Any cancellation or modification to your booking must be made at least 48 hours in advance.

- **Late Cancellations:** Cancellations made within the notice period will result in the forfeiture of the deposit and/or a charge for the full value of the reserved time block.

5. Client Responsibility & Health Disclosure

- **Truthful Disclosure:** Clients are responsible for providing full, accurate, and truthful information regarding their health status, injuries, and medical history prior to treatment.
- **Liability:** AB Massage Therapy is not liable for any adverse reactions resulting from undisclosed or misrepresented health conditions. It is the client's responsibility to consult with their physician regarding the suitability of massage therapy if they have any health concerns.

6. Service Environment & Safety

- **Adequate Space:** The client is responsible for ensuring a safe, hygienic, and appropriately sized space for the setup of the massage table and equipment.
- **Right to Terminate:** The therapist reserves the right to decline or terminate a session if the environment is deemed unsafe, unsanitary, or unsuitable for professional clinical care.

7. Liability Waiver & Data Privacy

- **Assumption of Risk:** The client voluntarily assumes all risks of injury, damage, or harm that may arise during or as a result of the session, and agrees to indemnify and hold AB Massage Therapy harmless from any claims or damages resulting from the service provided.
- **Data Privacy:** All personal and health data collected is treated with strict confidentiality in accordance with GDPR regulations. Information is used solely for clinical purposes and will not be shared with third parties without the client's explicit consent, except as required by law.

8. Client Agreement

- **By booking a session with AB Massage Therapy, you acknowledge that you have read, understood, and agreed to these terms. These policies are non-negotiable and are in place to ensure a high standard of professional clinical care for all clients.**