

Samantherapy Terms and Conditions

Appointments

All treatments require the completion of a New Client Intake Form prior to attending your first appointment. Full payment is currently required in advance on booking.

Please arrive promptly, at the time for your scheduled appointment. Arriving late will result in a reduced treatment time or cancellation with no refund due.

COVID-19 Symptoms

If you have any symptoms of COVID-19 below, however mild, you should stay at home and reschedule your appointment within the cancellation terms below.

- Have you had the recent onset of a new continuous cough?
- Do you have a high temperature?
- Have you noticed a loss of, or change in, normal sense of taste or smell?

Arrival policy

Cancellation Policy

- Cancellations made up to 48 hours or more in advance of the appointment will receive a 100% refund or full credit towards a future appointment.
- Cancellations made up to 24 hours in advance of the appointment will receive a 50% refund or full credit towards another appointment.
- If you cancel less than 24 hours in advance, arrive too late or fail to arrive or cancel a re-booked appointment your appointment will be taken as a 'no-show' and no refund will be due.

If Samantherapy is unable to confirm your appointment or must cancel your appointment for any reason, you will be contacted as soon as possible prior to your booking to arrange an alternative appointment or refund.

Payment Policy

To confirm a booking Samantherapy requires that all treatments will require full payment at the time of booking. For safe practice, we are unable to accept cash payments for Covid-19 safe practice but can accept online payment for credit or debit cards.

Refunds

Clients should ensure that they are satisfied with their treatment before leaving the premises. Refunds after leaving the premises will not be given. Please allow 5 working days for your refund to be processed.

Consultations

A confidential consultation 'Client Intake Form' is required before the first treatment. Information from the consultation will be applied to your treatments and updated when appropriate following treatments. It is also your responsibility to inform

Samantherapy of any changes to your wellbeing so that we can ensure that treatments you receive are appropriate.

Medical Conditions

Samantherapy reserves the right to cancel your treatment should you fail to disclose any medical condition which may not be appropriate for treatment or may require written consent from your GP/Consultant, including COVID-19 and pregnancy, or any other condition you are being treated for.

Gift Vouchers

Vouchers are valid for one year from date of purchase and are non-refundable or valid beyond the expiry date. Vouchers can only be reissued if lost with proof of the original purchase. Vouchers must be redeemed at the time of booking the appointment. They cannot be used as payment for pre-existing bookings.

Data Security

Consultation and personal information will be in the strictest confidence and kept secure. Samantherapy will only use this information to ensure clients receive the appropriate treatments and care.

From time to time Samantherapy may send out newsletters informing you of exclusive offers news or events you may be interested in. You have the right to unsubscribe at any time. Your email address is only available to Samantherapy and will not be shared with any third parties. You have the right to inspect, or request Samantherapy correct or delete any information held about you.

Please see our website for our full privacy policy

Price Alteration

Samantherapy reserves the right to alter prices without prior notice.

These terms and conditions are subject to change at any time and without notice.

August 2020

Coronavirus policy

This policy outlines some of the key measures I have taken to reduce the risk of spreading coronavirus (COVID-19). Please note the content may be subject to change.

Adhering to guidelines

Throughout the pandemic, I will be following guidelines issued by the government, NHS, other relevant authorities and my professional association, the Federation of Holistic Therapists, regarding safe and hygienic practice and the use of any personal protective equipment (PPE).

COVID-19 Risk Assessment

I have carried out a full risk assessment, in line with guidance from the Health and Safety Executive (HSE), in order to:

- identify what work activity or situations might cause transmission of the virus;
- think about who could be at risk;
- decide how likely it is that someone could be exposed; and to
- act to remove the activity or situation, or if this isn't possible, control the risk.

Health screening

Prior to seeing any of my clients, I will be:

- monitoring my own health and deferring treatments if I have COVID-19 or symptoms of COVID-19.
- contacting my clients 24 hours in advance and deferring any treatments if: they have COVID-19 or symptoms of COVID-19; are clinically extremely vulnerable and shielding; anyone in their household has COVID-19 or symptoms of COVID-19; they have been in close contact with someone who has symptoms of COVID-19 in the past 14 days; they have been contacted by the NHS Test and Trace Service and told to self isolate.
- asking my clients to call and cancel and defer treatment on the morning of their appointment if they have a temperature or other symptoms of COVID-19.

Enhanced cleaning and hygiene measures

I have introduced enhanced cleaning and hygiene measures between clients, which includes washing and disinfecting any non-porous surfaces and therapy equipment, such as chairs and couches, and replacing any porous or single-use items, such as towels and couch roll. Strict personal hygiene measures will also be adhered to, including regular handwashing/ sanitising.

Adapting or restricting treatments

It may be necessary for me to adapt or restrict certain treatments, in order to reduce the risk of spreading COVID-19 and/or protect my clients' health and safety. Any clients likely to be impacted will be advised as soon as possible.

Maintaining social distancing

Please note that while many treatments involve close contact, I will be observing social distancing measures wherever possible. This might include, for example, maintaining an appropriate distance during the consultation process, and when arriving and leaving for an appointment.

Cancellations policy

If a treatment is cancelled or deferred at short notice because my client has COVID-19 or has symptoms of COVID-19, any standard cancellation fees will be waived. The client will be asked to kindly confirm in writing that their appointment has been cancelled or deferred because they have COVID-19 or symptoms of COVID-19.

For more information...

I am happy to be contacted to discuss any aspect of your treatment during this time. Please contact me at:

Name:

Date:

Our pledge to you

I want to reassure you that members of the Federation of Holistic Therapists (FHT) have been advised to carry out a full risk assessment and adhere to COVID-19 guidelines produced by the government and the FHT.

If you are planning to visit a therapy practice

Your therapist will...

- Check they are in good health before you arrive for treatment.
- Wash their hands or use hand sanitiser before treatment.
- Follow guidelines on the use of personal protective equipment (PPE).
- Disinfect non-porous materials, e.g. massage couch and equipment.
- Wash porous materials e.g. pillowcases, sheets and towels.
- Replace couch roll and other disposable materials.
- Ventilate the treatment room and reception area.
- Change their tunic/top/apron if needed.
- Wear durable, disposable gloves when cleaning the premises.
- Maintain social distancing before and after the treatment.

You will be asked to...

Prior to your treatment:

- Complete a short COVID-19 consultation form.
- Contact your therapist and re-schedule if you have any symptoms of COVID-19, or if any person in your household is self-isolating.

At your treatment:

- Bring a bottle of water for your refreshment.
- Arrive at the agreed time and ensure social distancing before and after the treatment.
- Wash your hands or use hand sanitiser upon arrival.
- Follow guidelines on the use of PPE.
- Pay by card or other cashless method, where possible.

This information may be updated in accordance with government policy and FHT guidelines.
Visit fht.org.uk/coronavirus for details.

With the current guidelines for safely opening Samantherapy I would request the following:

If you are displaying any symptoms of Covid19 then I respectfully ask you to cancel your booking and let me know and seek medical attention as per the government guidelines. I may check your temperature on arrival.

Please ensure you wear a facemask – if you don't have one with you they will be available to purchase for £3.50 per mask.

That you come alone for your treatment we are unable to let you bring friends/family members in to wait.

Please only bring one bag with you and your phone must remain in your bag during the treatment.

Unfortunately I will be unable to provide refreshment during your visit, so please bring a bottle of water for after your treatment.

Try not to arrive for your appointment too early. Please wait outside and I will come and collect you for your appointment.

I really do look forward to seeing you, and I can't wait to get back to doing what I love!

Client Intake Agreement

I confirm that as of the date of submitting this form, all the personal and medical information I have given is correct and that I have not omitted any information concerning my health, which should properly be disclosed.

I confirm that I undertake to keep my therapist advised of any changes to my medical circumstances that may arise subsequent to this date and that I am wholly responsible for the consequences of any failure by me to do so.

I understand that my therapist will explain the treatment procedure to me either prior to or on my arrival and will explained in detail any contra-actions to a treatment, and I understand that there is a possibility that I may experience some minor physical discomfort arising from the treatment received as my body adjusts to that treatment.

I confirm that I understand that my therapist cannot diagnose illness, disease or any other physical or mental disorder or prescribe any medication and that nothing said in a session should be construed as such. I understand that holistic therapy is intended to work in conjunction with my healthcare, and not a substitute for qualified medical examination, diagnosis or treatment. I understand that it is my responsibility to consult a physician for any ailments I may have.

I understand that massage therapy is a therapeutic measure used to reduce stress, muscular tension, and pain. I understand there are no guarantees for recovery and if I am unsatisfied with the progress made with my treatment, I will inform the therapist, so she may direct me to another treatment. I also understand that massage therapy is non-sexual in nature and any advancement made will terminate the massage.

I understand that certain conditions or medications may contraindicate (not permit) treatment or may require the use of alternate techniques or pressure. I respect the decision of the therapist and am fully prepared to reschedule the treatment for a later date if requested by the massage therapist. I also understand that massage may be advisable by my physician, but not by a massage therapist. In that event, I agree to provide a written agreement from my physician before proceeding with treatment.

I confirm that my participation in the treatment is undertaken freely and by my own choice.