

Please do not use our website or services if you disagree with any part of these Terms and Conditions.

Terms and Conditions - Massage Services (including medical acupuncture)

Please take the time to read through the following information carefully.

Please note that making a booking for a treatment with Back Your Body you are agreeing with our Terms and Conditions and our Privacy Policy.

You can make an appointment with Back Your Body via our website, telephone, text or email. Appointments are available for a variety of durations and packages are also available for purchase.

Upon making a booking you will receive an email or text confirming your appointment with all the relevant details, along with an email reminder prior to your appointment.

If this is your first appointment with us, you will also receive a consultation form via email before your appointment. Please complete and return this because we will not be able to treat you until this is completed and signed.

Cancellations and Late Arrivals

Cancellation Policy: 24 hours

We require 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. This is because we may not be able to fill your appointment slot and still need to cover our costs. The full charge must be paid within 7 days and before another appointment is made.

If a cancellation is made more than 24 hours before a treatment, the client will not be charged, any deposit or payment will be refunded or we will be happy to reschedule the appointment to another date and time.

Back Your Body 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 ill.

Late Arrivals

If you are running late for your appointment please contact us as soon as possible. We appreciate that sometimes, things happen, and you may arrive a little later or need to leave earlier than expected. We understand, but cannot make up the missed time by overrunning or adding time to your appointment or to subsequent appointments.

Treatment

Back Your Body has the right to refuse to treat you based on medical reasons, GP or medical consent may be requested before your appointment.

Back Your Body has the right to terminate treatment immediately if the client is under the influence of alcohol or drugs.

Clients under 18 years of age

Clients under the age of 18 must be accompanied by an adult.
The adult must be present throughout the treatment being provided.
The adult must give permission for the treatment to be performed.

Confidentiality

All client information and record will be safeguarded by Back Your Body and will remain confidential. Unless required by law, we will not share, sell or distribute any of the information you provide us 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.

In order to prevent unauthorised access or disclosure, we employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We have also put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. We will retain your information for a reasonable period or as long as the law requires.

Each therapist working for Back Your Body will have access to these records only for the duration of their contract with Back Your Body, and solely for the purpose of providing you with the most appropriate treatment.

For more information please review our privacy policy on how we use and store your information.

Health and Safety

All therapists at Back Your Body are qualified, hold a current First Aid certificate, are a member of a professional body, and hold professional and public liability insurance, for the services that they provide.

Clients are asked to inform the therapist prior to treatment if they are unwell, suffering from a cold or virus, infection or general ill health. This is for the clients safety and to prevent cross contamination to other clients and therapists. Our therapists maintain a high level of personal hygiene. If a therapist is unwell they will contact you at the earliest opportunity to make suitable alternative arrangements.

If you are unwell and contact us to inform us of your illness, please note that our Cancellation Policy may still apply.

Back Your Body will not be held responsible for the loss or damage of personal items during your time at our clinic.

Back Your Body holds the right to refuse any treatment if a client is physically or verbally abusive towards any therapist, or demonstrates inappropriate, aggressive or sexual behaviour. Such behaviour may result in a partial or total ban from Back Your Body, and may also result in criminal proceedings.

Disclaimer

Back Your Body will provide the highest quality of care to their clients, our therapies are not a substitute for professional medical care. Our therapists cannot diagnose, prescribe medication or

medical treatment of any kind, unless they are personally qualified to do so, and will always recommend referral to a GP or other qualified medical specialist or practitioner.

The client has a duty to provide accurate and true medical and personal information, to the best of their knowledge, and to keep Back Your Body up to date with details of any medication, symptoms, medical concerns or treatments they are having investigate or undergoing treatment for.

All therapists at Back Your Body may refuse to treat any client or part of their body with just and reasonable cause. Back Your Body reserves the right to terminate any appointment at any time if they believe it is not safe or in the clients' best interest to continue. Likewise, the client has the right to refuse, modify or terminate treatment at any time regardless of prior consent given.

Terms and conditions - Pilates Services

The following Terms and Conditions have been prepared to help you make the most of Back Your Body Pilates Services

Please take a few moments to read them thoroughly.

The Terms and Conditions are incorporated into the health questionnaire and registration forms Back Your Body reserves the right to vary and revoke the Terms and Conditions from time to time which variation it may consider necessary.

The Terms and Conditions will be governed by the laws of England and subject to the exclusive jurisdiction of the English courts.

Booking and Cancellation

All booked studio and mat work sessions must be cancelled with no later than 48 hours before the session commences.

Cancellations made out of this time frame will be charged as a Late Cancellation (the full fee).

Late Cancellation/No Show Fee – In person classes and private sessions will be charged the full session fee.

All class bookings must be used within a 3 month period

Clients may not attend a Class/Private session unless paid before the class.

Safety and Hygiene

In the interests of safety and hygiene, please bring your own mat to classes and other small equipment.

If you have any infections or verrucas on feet please ensure you wear adequate protective clothing on feet.

Attendees must use the main entrance to the venues when entering or leaving the classes or studio. Fire exits, which are clearly marked, are there in the interests of safety and members must not interfere with these exits for any reason.

In the event of a fire, attendees are asked to make their way to the nearest available exit.

Smoking is forbidden in the Studio and in classes

Personal Belongings

Personal belongings are brought onto the Studio premises and in all mat work classes are at the person's own risk and Back Your Body does not accept liability for any loss or damage whatsoever to such items.

Vehicles parked in the Studio driveway are parked at the individuals own risk and Back Your Body accepts no liability for any loss or damage whatsoever to such vehicle.

Limitation of Liability

Places are subject to availability. Back Your Body reserves the right to cancel, withdraw, change within a reasonable time frame. Back Your Body shall not be held liable for any loss of earnings or expenses as a result of such changes.

Back Your Body cannot be held responsible for cancellations caused by circumstances outside of their control. (i.e., weather, travel issues, strikes etc) Back Your Body will make reasonable attempts to respond to such situations and achieve a satisfactory resolution.

It is the individuals responsibility to ensure that he/she is capable of undergoing a routine of exercises provided by any session which he/she attends. Individuals accept the risk of injury from performing exercises and using specialist equipment and are advised to consult their doctor prior to beginning any session. Advice provided by Kathy at Back Your Body at no time constitutes medical advice in substitute for advice provided by a medical professional.

Back Your Body accepts no liability for loss or damage to property of Students or for injury to Students on the Studio premises or outside the Studio except in so far as such loss, damage or injury is by law incapable of exclusion.

In consideration of their participation in the Pilates Classes of Back Your Body and the use of facilities and equipment owned and/or under the control of Back Your Body the individual hereby waives and releases Back Your Body from any and all responsibility or liability for injuries or damages resulting from their participation in any of the Back Your Body Classes or use of Back Your Body equipment or facilities save in respect of death or personal injury caused by the negligent act or omission of Back Your Body

General

By providing an email address to Back Your Body, the individual consents to receiving email communications from Back Your Body, including notices pursuant to the Terms and Conditions. The Student also accepts the risk that email may not be a secure and confidential means of communication. Back Your Body will not be liable for any loss or damage suffered as a result of communicating with an. Individual by email.

Contact

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