



## Terms & Conditions

Please take the time to read through this information carefully.

Please note that by making a booking an appointment with Barn Mews Well-Being Clinic you are agreeing to our Terms & Conditions and our Privacy Notice. You also agree to attend the appointment you have booked.

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At Barn Mews Well-Being Clinic our aim is to welcome you to the clinic with a view to getting you back to a healthier you.

If you have any questions at any point throughout the course of your appointment, please do not hesitate to ask. Please refer to our Terms and Conditions of Business below to help you understand how we operate.

## APPOINTMENTS

You can make an appointment with Barn Mews Well-Being Clinic in several ways including via our website, telephone, text or email. Appointments are available for a variety of durations from 30 minutes to 2 hours.

Upon making a booking, you will receive an email confirming all the important details, along with an email reminder 2 days prior to your appointment.

If this is your first appointment with us, you will also receive a New Client Consultation Form via email as soon as you book your appointment. Please complete this because we will not be able to treat you until you have, and completion on the day will be part of your appointment time.

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## Payment Terms

Barn Mews Well-Being Clinic needs to inform the client about their payment terms in order that they are clear, and the focus is on the client's treatment. Unless an approved third party has guaranteed the client's account or pre-paid packages have been purchased, it must be settled in full on the day of treatment or can be paid online via invoice prior to the appointment. This invoice will be sent out to you 24-48 hours prior to the appointment.

## Methods of Payment

Barn Mews Well-Being Clinic accepts all major credit and debits cards, excluding American Express at our clinics. We can also accept cash and bank transfers. Bank transfers must be made in advance such that funds are cleared on the day of treatment.

Upon Booking Your Initial Treatment the system will ask you for your bank details – please be aware that new clients will be charged upon booking. Returning clients will have the option to pay at the time of booking or 'Pay Later'. If 'Pay Later' option is chosen payment will need to be made at time of treatment or via invoice sent prior to treatment session.

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## CANCELLATIONS & LATE ARRIVALS

Cancellation Policy: **48 hours**. We require a minimum of 48 hours' notice to cancel an appointment. Failure to attend an appointment with less than 48 hours' notice of cancellation will incur 50% of 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.

Please cancel as soon as possible if a foreseeable event is likely to prevent you from attending, for example, illness or adverse weather conditions. If you need to cancel your appointment at short notice, because of a long-term medical condition which varies from day to day, or because you are more than 37

weeks pregnant, then we shall discuss the cost implications on a case by case basis.

An invoice for any cancellation / 'no show' charges will be sent to you by email for payment within 7 days. We may also take payment from stored card details on our system with your permission or we can take payment over the phone. Following a cancellation, payment must be received before any further massage bookings can be taken.

Late Arrivals: It is important that our agreed appointment time and duration is adhered to. We appreciate that sometimes, things happen, and you may arrive a little later or need to leave a bit earlier than planned. This is fine, but we cannot make up the missed time by overrunning or adding time to subsequent appointments. You will still be charged for the full session.

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### Consent

Barn Mews Well-Being Clinic requires the client consent both for processing client data and treatment. The client's signature on the Consent Form at the end of the client's online Consultation Form confirms that the client has read and understood the terms and conditions and that the client:

Consents to information including medical details about the client being processed for the purposes of treatments as a private client.

Consents to treatment by the therapist in attendance.

Consents to having details, which are relevant to the client's conditions and for which they are seeking treatment, to be shared with client's GP/consultant or their referring medical agency on request.

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## CONFIDENTIALITY

All client information and clinical records will be safeguarded by Barn Mews Well-Being Clinic and will remain confidential. Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to 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 practitioner working for Barn Mews Well-Being Clinic will have access to these records only for the duration of their contract with Barn Mews Well-Being Clinic, and solely for the purpose of providing you with the most appropriate treatment.

For more information, please review our [Privacy Policy](#).

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## HEALTH & SAFETY

All practitioners at Barn Mews Well-Being Clinic are qualified, and hold professional and public indemnity insurance, for the services that they provide.

If a practitioner is unwell, suffering from a cold or virus, infection or general ill health, they will not be allowed to work due to the risks of cross contamination. This may result in Barn Mews Well-Being Clinic contacting you to inform you of the issue at the earliest opportunity to make suitable alternative arrangements.

Clients are asked not to attend for a massage if they are unwell, suffering from a cold or virus, infection or general ill health. Please contact

[barnmewswellbeingclinic@outlook.com](mailto:barnmewswellbeingclinic@outlook.com) or call 07540478647 at the earliest opportunity to rearrange your appointment. If you are unwell and contact us to inform us of your illness, please note that our Cancellation Policy may still apply.

Barn Mews Well-Being Clinic, including the practitioners, will not be held responsible for the loss or damage of personal items during your time at the Barn Mews Well-Being Clinic premises.

Clients under the age of 18 years must be accompanied by a parent or guardian. This parent or guardian must give permission for the agreed treatment plan to be performed; and will be requested to co-sign the New Client Consultation Form online. They will be invited to stay in the room for the duration of the appointment; and expected to remain present throughout the treatment.

Barn Mews Well-Being Clinic holds the right to refuse any treatment if a client is physically or verbally abusive towards any practitioner, or demonstrates inappropriate, aggressive or sexual behaviour. Such behaviour may result in a partial or total ban from our clinic; and may also result in criminal proceedings.

#### Data Protection

Barn Mews Well-Being Clinic strictly abides by and adheres to the GDPR 2018, which sets rules for the processing of personal information. It applies to both manual and computer records.

Clients have the right to access information held about them either electronically or in paper format. Clients who wish to obtain this information will need to contact the Barn Mews Well-Being Clinic Manager by email on [barnmewswellbeingclinic@outlook.com](mailto:barnmewswellbeingclinic@outlook.com) who will arrange for the client to sign a Release of Medical Records Form.

## DISCLAIMER

Barn Mews Well-Being Clinic provides massage therapy and bodywork in a variety of forms, but none of these bodywork modalities are a substitute for professional medical care or counselling. None of the practitioners at Barn Mews Well-Being Clinic will 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 Barn Mews Well-Being Clinic up to date with details of any medication, symptoms, medical concerns or treatments they are having investigated or undergoing treatment for.

All practitioners at Barn Mews Well-Being Clinic may refuse to treat any client or part of their body with just and reasonable cause. Barn Mews Well-Being Clinic reserves the right to terminate any appointment at any time if they believe that it is not safe or in the client's best interest to continue. Likewise, the client has the right to refuse, modify or terminate treatment at any time, regardless of prior consent given.

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## CONTACT



07540 478647

[www.barnmewswellbeingclinic.co.uk](http://www.barnmewswellbeingclinic.co.uk)

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