



Terms and conditions

Bookings, Cancellations, No Shows, Arriving Late

Bookings are by appointment only. To make a booking call Crystal on 0210725991 or email info@massageconnections.nz

Cancellations and No Shows

Cancellations by text, call or email are accepted.

Cancellations made prior to 24 hours of your booking start time are accepted and we will do our best to re-book you.

A lot of cancellations are because of common illnesses like colds for example, so if you or someone in your care seems to be starting to fall sick and it's not in your opinion bad enough to need hospital admission, we recommend you send a text at that time to avoid last minute cancellation charges. Common ailments usually present gradually so are not included in genuine circumstances for last minute cancellations.

Cancellations within 24 hours of your booking start time are treated the same as a No Shows.

We will ask the reason for your non-attendance as there are some genuine circumstances for last minute cancellations. When these happen please do not be offended but we will ask for proof.

If not a genuine reason in our opinion, an account for 'your' service time will be sent to you and payment will fall due within 3 banking days. Failure to pay will result in us, at our sole discretion, exercising our right to make remedy. See *Payment for Services* for full explanation.

Arriving Late

Notices of coming late for your booking start time are accepted by text, call or email.

If you know ahead of time that you will be running late for your appointment please text then to avoid No Show charges.

Late arrivals by 5-10 minutes of your booking start time can usually be accommodated by extending the finish time of your booking. However we may, depending on the day's bookings, need to shorten your booking time and you will be charged for the shorter time.

Arriving more than 10 minutes late of your booking start time is treated the same as a No Show and we'll follow our process of Cancellations within 24 hours/No Shows.



Payment for Services

Prices are published online and displayed in clinics. Payment is required on completion of your service. Sorry I don't have EFTPOS but cash or direct credit into my bank account is accepted.

If you *dispute having to pay, we must be advised of this* and the reason(s) why.

In the event of non-payment, an account will be sent to you with 3 banking days to pay and/or we may, at our sole discretion, potentially use the services of a debt collection authority.

Unless you are disputing payment, *once a debt collection authority is involved you will be responsible for paying your debt as well as all their fees, charges and commissions taken.*

Voucher Deals

From time-to-time I may run campaigns through third party voucher sites. These come with their own terms and conditions.

You must *provide me your voucher number at time of booking.*

In addition, *if you have booked an appointment to redeem your voucher and are running late*, I will honour your remaining time less the time you were late. E.g. your appointment is 1:00-2:00pm but you arrive at 1:20pm, your massage will decrease from 60 minutes to 40 minutes in duration.

No Shows are treated the same as Cancellations within 24 hours and the voucher will be void.

Clients under Age 16

A parent or guardian is required to sit in the massage room for the entirety whilst the child is having their massage.

Pregnancy Massage

It is my clinic policy that *I do not massage pregnant women until they are in their second trimester.*

Your Rights

You have rights regarding treatments by massage therapists under the Health and Disability Commissioner. The HDC is a New Zealand Crown entity responsible for promoting and protecting the rights of health and disability services consumers, and facilitating the fair, simple, speedy, and efficient resolution of complaints.