



# Terms and conditions

## Bookings, Gift Vouchers, Specials, Cancellations, No Shows, Arriving Late

### Bookings

Bookings are by appointment only. To make a booking call Crystal on 0210725991 or use the webform at <https://www.massageconnections.nz/#contact>. No bookings are taken through Facebook messenger.

### Gift Vouchers

A Massage Connections voucher entitles the receiver to a massage service that the purchaser has bought them, and it is valid typically for 3 calendar months.

The receiver can't exchange the voucher for cash, use it once expired, re-gift it, or request a different service duration other than what's written. The receiver must be one person and the treatment must be taken in one appointment.

If the *voucher appears tampered with* don't be upset but I may contact the person who bought the voucher to verify what's written on it. If it's been altered intentionally but not with knowledge of the purchaser, it won't be honoured.

The *purchaser is entitled to a refund less 10% of the treatment amount for the voucher*, provided they can return the voucher to Massage Connections and the receiver hasn't yet had their treatment. Alternatively the purchaser can choose to use the gift voucher for their own treatment, bearing in mind that they are subject to the same TC's and C's the previous intended receiver was.

Should the *voucher expire, or the receiver cancel their booking within 24 hours of their appointment*, the voucher will be void and no refund will be given.

### 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.



## Specials

I offer *periodic specials on Facebook and Google*, you can find these using @massageconnectionsNZ. A limited number of spaces usually applies.

Specials can't be exchanged for cash, must be taken by one person, and the treatment must be done in one appointment.

## Arriving Late

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

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 lesser 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.

## 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 get in touch then 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 may 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 may 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 10 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.



## **Payment for Services**

*For new customers on their first appointment with Massage Connections a cash payment for the amount of the booked massage must be given to the therapist on the day of your appointment before the therapist will commence treatment. You will have been sent a text prior to your appointment, showing the amount your treatment costs. This is the only payment option offered. This also applies to Southern Cross members who can claim for massage.*

*For repeat customers, 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.*

*For either new or existing customers, 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, including our fees, will be sent to you with 10 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 outstanding account as well as our admin fee plus all the authority's fees, charges and commissions taken.*

## **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.*

*As I am registered with Massage New Zealand you have additional rights under their code of conduct.*