



TERMS AND CONDITIONS

General

As part of my service to you I will suggest certain exercises, stretches and lifestyle advice that I believe with my knowledge and qualifications will help you. If you have specific requests or questions please tell me. However this is not to override any advice given to you by a qualified medical professional.

One to one sessions will last for one hour at the agreed rate given on my website.

It is your responsibility to disclose ALL health information as requested in the screening questionnaire I send to you before our sessions commence and in our first meeting assessment/consultation. It is also your responsibility to keep me up to date on your health status and any changes including injuries, medications, conditions. In some cases you may need to seek a medical professionals approval before continuing with our sessions.

Cancellations and Lateness

If you cancel your session within 48 hours of the session time or fail to show you will be charged the full cost of the session.

If I am forced to cancel our session I will reschedule at a mutually convenient time.

In the event that you are running late please text or call me and leave a message.

Expiry

Within 24 hours of your session block being purchased, please notify me of any dates you will be unable to make due to holiday or pre-planned events. I will then work with you to reschedule those sessions as close to the other sessions as possible.

After this time when the block has been booked and you cannot make a session you have a 2 week margin of the block expiring to use the session(s).

For example,

- If you purchase an 8 session block for weekly sessions you have 10 weeks to use the block (2 week margin).

After the 2 week margin the sessions will expire. Note for holidays communicated within 24 hours of the block purchase these may fall outside of the 2 week margin.

Refunds

Refunds are not available for any services. If you want to switch from one to one training to remote training to enable you to make use of the sessions, for example: in the case that you cannot travel to the usual location of our sessions I will set that up for you and the original rate of the sessions will apply.

Referral

I will work with you within the scope of my knowledge and qualifications. If I believe it is best for you to be referred to another health professional I will do so appropriately.

Confidentiality

The information you share with me including your personal details and medical information will not be shared unless you give your consent.