

Maitri Massage Studio

Full Policies Document

1. Cancellation & Rescheduling Policy

We understand that life can sometimes throw unexpected changes your way. To help us manage our schedule and accommodate other clients, we kindly ask for the following:

- **24-Hour Notice:** We require at least 24 hours' notice for cancellations or rescheduling of appointments. This allows us to offer your time slot to other clients.
- **Late Cancellations & No-Shows:** No fees will be charged for late cancellations or no-shows. However, repeated no-shows or last-minute cancellations may result in a required deposit for future bookings. Consistent attendance helps us serve all clients efficiently and ensures that our schedule runs smoothly.
- **Rescheduling:** If you need to reschedule, we will be happy to assist you. We encourage you to inform us as soon as possible to help us accommodate your preferred time.
- **Emergency Cancellations:** We understand that emergencies happen, and if you find yourself unable to attend due to unforeseen circumstances, please communicate with us as soon as possible. We will do our best to accommodate you.

2. Gift Vouchers, Packages & Special Offers

To ensure that our clients have the best experience with our services, we offer a variety of gift vouchers, packages, and special offers. Please note the following:

- **Non-Transferable:** All gift vouchers, packages, and special offers are non-transferable. They cannot be shared, resold, or transferred to another person.
- **Validity:** All gift vouchers, packages, and special offers must be redeemed within their stated validity period. After the expiration date, they will no longer be valid.

3. Health & Safety Policy

We take health and safety seriously to ensure a comfortable and safe environment for both clients and therapists.

- **Health Disclosure:** If you have any contagious conditions, cold symptoms, or recent surgeries, please inform us before booking your appointment.
- **Studio Cleanliness:** We maintain the highest standards of cleanliness, sanitising all equipment between sessions, including massage tables, linens, and oils.
- **Right to Refuse Service:** Therapists have the right to refuse service if health concerns arise or if a session could compromise the client's or therapist's safety.

4. Health-Related Concerns

Your therapist will always ensure the massage is tailored to your needs. Please let us know about any medical conditions, injuries, or allergies you may have, including but not limited to:

- Allergies to oils, lotions, or scents
- Heart conditions, high blood pressure, diabetes, etc.
- Pregnancy
- Recent surgeries or injuries
- Skin conditions (e.g., eczema, rashes)

This information helps us create a personalized treatment plan that ensures your safety and comfort.

5. Studio Conduct & Behaviour

Maitri Massage Studio is a professional and inclusive space where respect is paramount. To ensure a safe and comfortable environment for all, we adhere to the following conduct guidelines:

- **Respectful Behaviour:** We pride ourselves on creating a welcoming and respectful environment for all clients. Any inappropriate behaviour, including requests of a sexual nature, will not be tolerated.
- **Professional Boundaries:** Our therapists are trained to provide high-quality, professional services. Any attempts to engage in inappropriate conversation or behaviour will result in the immediate termination of the session, and further action may be taken.
- **Client Rights:** You have the right to feel comfortable during your session. If at any time you feel uncomfortable, you are welcome to communicate this with your therapist or request a change in pressure or technique.

6. Privacy & Data Protection

We take your privacy seriously. All personal and medical information is handled in accordance with the Data Protection Act 2018 and GDPR (General Data Protection Regulation).

- **Confidentiality:** All information you provide will remain confidential and will not be shared with any third parties, except as required by law. This includes any personal, medical, or payment details.
- **Data Collection:** We collect personal data, including your contact information and medical history, to ensure that your treatment is safe and effective. This information is stored securely and used only for treatment purposes.
- **Your Rights:** You have the right to request access to your personal data, correct any inaccuracies, or request deletion of your information in accordance with GDPR guidelines.

7. Payment & Gratuity Policy

To ensure a seamless and stress-free experience, we provide various payment options for your convenience.

- **Payment Methods:** We accept payments via credit/debit cards, cash, and gift cards.

- **Gratuity Policy:** At *Maitri Massage Studio*, we do not accept tips. If you enjoyed your session, the best way to show appreciation is by referring a friend or sharing your positive experience with others.

8. Respecting the Therapist's Time

- **Timeliness:** Please arrive on time for your scheduled appointment to ensure you receive the full duration of your treatment. If you arrive late, your session may be shortened accordingly.
- **Communication:** If you are running late or need to cancel, please contact us as soon as possible. We aim to be flexible, but we do appreciate advance notice.

9. Silence or Conversation Policy

During your massage, we prioritize your relaxation and comfort. You are welcome to choose how you want to experience your session.

- **Silence:** If you prefer peace and quiet during your treatment, you are welcome to relax in silence. We encourage minimizing conversation for a more profound holistic relaxation experience.
- **Conversation:** If you feel like talking or discussing your needs during the session, your therapist is happy to engage in light conversation.

10. Studio Terms & Conditions

These terms apply to all services provided by *Maitri Massage Studio*, including mobile massage services, gift vouchers, and promotional offers. By booking an appointment, you agree to these terms.

By reading and agreeing to these policies, you are ensuring a positive and smooth experience with *Maitri Massage Studio*.

If you have any questions or need further clarification, don't hesitate to contact us!