

Terms and Conditions - MWS Remedial Massage

These Terms and Conditions ("Agreement") govern the use of services provided by MWS Remedial Massage ("the Clinic"), located at 340 Punt Road, South Yarra, Melbourne, 3140, Australia. By booking an appointment or availing any services offered by the Clinic, you ("Patient") agree to abide by these terms and conditions.

1. Appointment Booking:

- Appointments can be made by phone at 0404 978 896, through the Clinic's website www.mwsremedialmassage.com.au, or in person.
- The Clinic values the time of its patients and strives to accommodate appointment requests to the best of its ability.
- In case the Clinic is unable to accommodate a specific appointment time, the Clinic's staff will work with the patient to find a suitable alternative.
- Patients must provide accurate and complete information during booking to ensure effective communication and a smooth appointment process.

2. Business Days:

- MWS Remedial Massage operates during regular business days and hours to provide convenient scheduling for patients.
- Business days typically include weekdays, excluding public holidays, but may vary according to the Clinic's specific operating hours. MWS current operating days are Monday to Saturday with variable start and finish times.

3. Cancellation:

- If you are unable to attend your appointment, please ensure you provide 12 hours notice to avoid being charged a cancellation fee.
- Over 12 hours notice: No Fee
- Under 12 hours notice: 50% of the appointment fee will be charged
- Under 4 hours or No Show: Full appointment fee will be charged

*Appointments rescheduled to another day are considered a cancellation within this policy

4. Price & Payments:

- MWS Remedial Massage sets competitive prices for its services and reserves the right to adjust prices as needed.
- Payment for services is due at the time of appointment booking, unless other arrangements have been agreed upon between the patient and MWS Remedial Massage.

- At MWS Remedial Massage clinics, we provide the convenience of generating and sending invoices to patients, facilitating easy claiming of private health rebates and minimizing out-of-pocket expenses.

5. Voucher Certificate:

- The Clinic offers vouchers or gift certificates that can be purchased and transferred to friends and family either online or in person.
- These vouchers are redeemable for any service or treatment offered by the Clinic, making them a thoughtful and flexible gift option.
- It is important to note that once payment has been made for vouchers, funds are not refundable, as the Clinic commits to providing the service or treatment specified on the voucher.

6. Refunds:

- The Clinic aims to provide a high standard of service and patient satisfaction.
- Refunds, if applicable, are subject to MWS Remedial Massage's discretion and will be provided in accordance with applicable laws.
- While the Clinic is committed to addressing any genuine concerns, no refunds will be issued for services already rendered, except as required by law.

7. Lateness:

- To maintain the quality and efficiency of its services, the Clinic encourages patients to arrive on time for their scheduled appointments.
- In cases where patients arrive late, the treatment time may be shortened to prevent inconveniencing other patients and to maintain the Clinic's schedule.

8. Privacy:

- MWS Remedial Massage respects patient privacy and adheres to a strict Privacy Policy.
- The Clinic handles all personal information in a confidential manner, ensuring it is used only for the purposes intended and in compliance with applicable privacy laws.

9. Third Party:

- Patients are kindly asked not to transfer their appointments to others without prior consent from MWS Remedial Massage.
- This policy ensures that the Clinic can maintain accurate records and provide suitable services to the intended recipients.

10. Age Restrictions and Supervision of Children:

- The Clinic welcomes patients of all ages but requires patients under the age of 18 to be accompanied by a parent or guardian during their appointment.
- This policy ensures the safety and comfort of younger patients and helps create a suitable treatment environment.

11. Lost Property:

- MWS Remedial Massage will make reasonable efforts to retain and safeguard any lost property found on its premises.
- Patients are encouraged to promptly claim any lost items to ensure their safe return.

12. Title and Risk of Goods:

- The Clinic sells goods or products that patients may purchase as part of their treatment or for personal use.
- Ownership and risk of these goods transfer to the patient upon payment, and the Clinic is not liable for any damage or misuse of the purchased items after the sale.

13. Intellectual Property:

- The content, trademarks, and intellectual property found on the MWS Remedial Massage website and materials are protected by copyright laws and are the property of the Clinic.
- Patients are kindly requested not to reproduce, distribute, or use any of these materials without the Clinic's explicit permission.

14. VAT:

- Value Added Tax (VAT), if applicable, will be included in the final price of the services provided by the Clinic.

15. Warranties and Liability:

- The Clinic's therapists are dedicated professionals committed to providing effective treatments, but no guarantees or warranties are made regarding the outcome of the treatments.
- The Clinic's liability is limited to the extent permitted by law, and patients are encouraged to communicate openly about their concerns or any adverse reactions experienced after treatment.

16. Treatment Types:

- MWS Remedial Massage offers a range of treatment types, each tailored to address specific health concerns or therapeutic needs.
- Patients can discuss their health and wellness goals with the therapist to determine the most suitable treatment for their individual needs.

17. Treatment Risks:

- While therapists at the Clinic are experienced and trained professionals, it is important to recognize that all treatments carry inherent risks.
- The Clinic's therapists will take appropriate precautions and provide guidance to minimize any potential risks during or after treatment.
- Patients are encouraged to communicate any unusual symptoms or concerns promptly to the therapist to ensure a safe and effective treatment experience.

18. Intoxication:

- For the safety and well-being of both the patient and the therapist, MWS Remedial Massage reserves the right to refuse treatment to any patient who appears visibly intoxicated or under the influence of drugs or alcohol.

19. Appropriate Clothing:

- To ensure patient comfort and modesty during treatments, patients are advised to wear appropriate clothing, such as underwear and/or a bra, when receiving treatments that may involve access to specific areas of the body.

20. Confidentiality:

- The Clinic holds patient confidentiality in high regard and will not disclose any personal information to third parties without the patient's explicit consent.
- This policy helps create a safe and trusting environment for patients to discuss their health concerns openly with their therapists.

21. Force Majeure:

- The Clinic understands that circumstances beyond its control, such as acts of God, natural disasters, government restrictions, labor disputes, or equipment malfunctions, may occasionally impact service provision.
- In such cases, the Clinic will make every effort to communicate with patients and make alternative arrangements, but it cannot be held liable for any resulting disruptions.

22. Damage to Property and Theft:

- While the Clinic endeavors to maintain a safe and secure environment, it cannot be held responsible for any damage to personal property or theft that may occur on its premises.
- Patients are encouraged to exercise caution and take appropriate measures to safeguard their belongings.

The Patient acknowledges and agrees to comply with these terms and conditions when using the services provided by MWS Remedial Massage. The Clinic reserves the right to update or modify these terms at any time without prior notice. It is the Patient's responsibility to review this Agreement periodically for changes.

By proceeding with an appointment, the Patient affirms that they have read, understood, and accepted these Terms and Conditions in their entirety. If the Patient disagrees with any part of this Agreement, they should not proceed with booking or using MWS Remedial Massage's services.

By Stella Ann Borland

Principal and Therapist