**Terms and Conditions**

**48 Hour Cancellation Policy**

If for any reason you are unable to attend an appointment at Whitstable Wellness Massage Therapy, we require 48 hours notice.

Should you fail to give a minimum of 48 hours you will be charged in full for your appointment. This includes bookings made using vouchers.

We have a fixed inventory of time, failure to cancel will result in an empty appointment which could have been offered to another client.

Thank you for respecting yourself, your massage therapist and others in need of massage therapy - do not cancel unless it's an emergency

**Late Arrivals & No Show**

You must arrive at least 5 minutes prior to your appointment but no more than 10 minutes before. This is so you have time to complete the client consultation form which you will be expected to complete before your treatment.

If for any reason you arrive late to your appointment, this will result in your treatment time being reduced out of consideration to the next client.

All late arrivals with be charged at 100% full value under the cancellation policy

If you cancel within the 24 hour period we can offer a new appointment

**Etiquette**

- Clients must not use mobile phones when the treatment is taking place. This is to ensure maximum relaxation and the full experience is enjoyed by the client

- The therapist cannot be held accountable for personal items lost or damaged on site or during a treatment

- The therapist holds the right to refuse treatment if a client is physically or verbally abusive, including, but not limited to any inappropriate, aggressive or sexual behaviour

- Therapists maintain a high standard of personal hygiene and we ask all clients to ensure that they also maintain a high standard of personal hygiene prior to their appointment.

**Health Conditions**

It is your responsibility to advise us and disclose of any health conditions and medication you are taking.

Disclosure will be requested via completion of a Consultation Form in advance of the treatment, but we also request the client advises us in person of any conditions we need to be aware of that may affect their treatment. This is to ensure we are providing you the very best service and results, while assuring your comfort and safety

We maintain the right to refuse treatment on health grounds and will refer a client to the relevant health professional. Please check in advance with your healthcare professional or GP if a treatment will be safe for you.

Age Policy

We request that all clients under the age of 16 years old are accompanied and present in the treatment room by a parent or guardian.

We require written consent of a parent or guardian before accepting any minor, and we reserve the right to cancel any appointment if we believe it is inappropriate for any reason, including the behaviour of a minor, for us to provide a treatment.

**Privacy Notice for Clients of Whitstable Wellness Massage Therapy**

GDPR 2018

1. How we use your personal information

1.1 This notice tells you why Whitstable Wellness Massage Therapy collects information about you and how this information may be used

The health care professionals, who provide your care, maintain records about your health and any treatment or care you have received here or previously. These records help provide you with the best possible health care. Our records are electronic and on paper and we use a combination of working practices and technology to ensure your information is kept confidential and secure. Records which this clinic holds about you may include the following information:

• Details about you, such as your address, contact details, previous medical history and previous investigations

• Any contact which the clinic has had with you, such as appointments, clinic visits, advice given over the phone or email

• Notes about your health

• Details about your treatment and care

• Relevant information if supplied from other health care professionals

Information may be used within the clinic for clinical audit purposes to monitor the quality of the services we provide. All of your information is held securely, password protected on devices with up to date malware

2. How do we maintain the confidentiality of your records?

2.1 We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

• General Data Protection Rules 2018

• Human Rights Act 1998

• Common Law Duty of Confidentiality

• General Massage Therapy Code of Conduct

2.2 We have a has a legal obligation to keep information about you confidential

3. Who do we share your information with?

3.1 We only ever pass on information about you to others, if there is a genuine need for it and you have given your consent. This may be your GP, dentist or other health care professionals, a solicitor or for court proceedings

3.2 We will not disclose any information about you to any third party without your written permission, unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and/or in accordance with the Caldicott principles

4. Access to your personal information

4.1 You have a right under the General Data Protection Rules 2018 to request access to view or obtain copies of what information Whitstable Wellness Massage Therapy holds about you and to have it amended should it be inaccurate. In order to request this, you need to do the following:

• Your request must be made in writing to the clinic

• There is no charge for copies of your file

• We are required to respond to you within 40 days

• You will need to give us proof of name (Photo ID) so that your identity can be verified

5. Objections/Complaints

5.1 Should you have any concerns about how your information is managed by Whitstable Wellness Massage Therapy, please contact the Clinic Owner (Elaine Goulden) in the first instance. If you are still unhappy following a review, you can then complain to the Information Commissioner’s Office via their website (www.ico.gov.uk)

6. Change of details

6.1 It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details such as date of birth is incorrect in order for us to correct it (rectification of inaccurate data)

7. Other Rights

7.1 Other rights individuals have in relation to their personal data include a requirement to stop processing or erase data that is no longer necessary for the purpose of processing (where possible). To ask for this step to be taken, the individual should send a written request to the Data Controller (see 9.1)

8. Data Breach

8.1 If a breach of personal data is discovered that poses a risk to the rights of individuals, it will be reported to the Information Commissioner within 72 hours