



Term and Condition

Important Arrival Information

- **Arrival:** Please arrive **5 minutes early**.
- **Late Arrivals:** Appointments are held for 5 minutes. Late arrivals will result in a shortened session to respect subsequent bookings, and the full treatment fee will apply.
- **Hygiene:** Please arrive fresh and clean (showered/showered or using deodorant). To maintain a sanitary environment, clients with poor hygiene may be asked to wash or reschedule.
- **Illness Policy:** Stay Home if Sick: Please do not book or attend an appointment if you have symptoms of a cold, flu, or any contagious illness.
- **Enforced Cancellations:** For everyone's safety, if you arrive visibly unwell, we will cancel or reschedule your appointment and charge the full-service fee.
- **Respect & Agreement:** We expect mutual respect and a positive attitude. By booking, you explicitly agree to all clinic policies. If you do not agree, please do not book.

Cancellation & No-Show Policy

- **Notice Required:** We require a minimum of **3 hours' notice** to cancel or reschedule via our booking system or by calling **(03) 9331 6866** (leave a message if urgent).
- **No-Show / Late Cancellation Fee:** Cancellations under 3 hours or no-shows will be charged **100% of the service cost**. This applies to same-day bookings made within the 3-hour window as well.
- **Surcharges:** Card payments incur a 1.1% fee (Visa, Mastercard, EFTPOS, UnionPay); online payments incur a 2.2% fee. Until 30 September 2026.

Preparing for Your Massage

1. **Attire:** Undress to your comfort level, but **underwear must remain on**. Cover yourself with the provided towel.
2. **Positioning:** Lie face down on your stomach (or on your side if pregnant).
3. **Feedback:** Please communicate your pressure preferences to your therapist at any time.
4. **Satisfaction Guarantee:** If you are unsatisfied, please notify us within the **first 10–15 minutes** to request a therapist change or a full refund. No refunds are given after this window.
5. **Session End:** Your treatment concludes with a hot steam towel and gentle stretching.

Post-Care Tips

- **Hydrate:** Drink plenty of water to flush toxins and stay hydrated.
- **Rest:** Avoid strenuous activity for the rest of the day.
- **Manage Soreness:** Mild soreness is normal for 24–48 hours after deep tissue work. Apply ice for 10–15 minutes to reduce inflammation, or use a warm bath/heat pack to soothe muscles.
- **Consistency:** Follow any specific home-care advice from your therapist and schedule regular follow-ups for sustained progress.