

Terms & Conditions

“Elev8 Therapies” means the Business providing Soft Tissue Therapy services

“Client” means any person who has requested an appointment & completed a health consultation form

Health, Safety & Hygiene:

- Prospective clients will be required to complete a health consultation form prior to initial visit/treatment, which must be completed honestly, accurately and correct to the best of their knowledge.
- The client has a duty to keep Elev8 Therapies up to date with any changes to their health, medication, symptoms, concerns or treatments they are having investigated or undergoing treatment for.
- Clients are asked not to attend an appointment if they are unwell, suffering from a cold or virus, infection, or general ill health. Please contact us at the earliest opportunity to rearrange your appointment. If you are unwell and contact us to inform us of your illness, please note that our Cancellation Policy may still apply.
- All reasonable steps to reduce risk of COVID infection will be taken by Elev8 Therapies including screening potential cases and undertaking increased hygiene protocols, there may however still be a risk of infection from face-to-face appointments, which the client knowingly and willingly consents to in the event of a face-to-face appointment.
- GP permission may be required before treatments can be provided, if you are unsure as to whether you may require your GP's permission, please discuss any concerns prior to booking
- Treatments will only be conducted if the therapist deems the treatment safe for the client to receive and may refuse to treat any client with just and reasonable cause.
- Elev8 Therapies reserves the right to terminate any appointment at any time if they believe that it is not safe or in the client's best interest to continue. Likewise, the client has the right to refuse, modify or terminate treatment at any time, regardless of prior consent given.
- Vulnerable persons & young persons under the age of 18 must be accompanied at all times by a parent/guardian
 - The client must give permission for the treatment to be performed & the parent/guardian must also give permission.
 - The parent/guardian will be invited to stay in the room throughout the treatment

Payment, Vouchers, Packages & Discount Codes:

- Elev8 Therapies accepts payment in cash or by card (including contactless payment) for which the cost of the appointment must be paid for by the client at their appointment. Please note that we are unable to accept payment by health insurance providers.
- Gift Vouchers can be used as payment towards any available advertised treatment
- Vouchers are valid for six months from purchase date unless otherwise stated

- The full cost of packages must be paid for at the time of purchase. Pre-paid appointments will be shown as a credit against your account and deducted from your account on booking
- Packages are not valid with any other discount or offer
- All packages are valid for 12 months from the date of purchase, unless otherwise agreed with Elev8 Therapies
- Any unused credits after 12 months will be void and unable to be redeemed, unless otherwise agreed with Elev8 Therapies.
- Discount or promotional codes must be quoted at the time of booking and the discount will be deducted at the point of payment
- Member offers are only valid to current members of the club, gym or organisation stated and proof of membership may be requested
- Referral offers are only able to be redeemed by new clients on their first appointment and not clients that have attended Elev8 Therapies previously

Cancellation policy:

- A booking is confirmed once Elev8 Therapies and the client have both agreed a date, time, duration & location for an appointment
- Clients are requested to provide at least 48 hours notice when cancelling or re-scheduling appointments
- Unless there are exceptional circumstances, cancellations made less than 48 hours of the appointment will incur a charge of 50% of the full appointment fee
- Failure to attend an appointment will incur the full fee charge. A payment request for any cancellation / 'no show' charges will be sent to you for payment within 24 hours. Following a late cancellation (within 48 hours of the appointment start time), payment must be received before any further appointments can be confirmed.
- If the client is more than 10 minutes late for an appointment Elev8 Therapies have the right to cancel the treatment
- No additional time will be given for clients late for their appointment, the appointment will end as originally scheduled, and the full fee will be payable
- Elev8 Therapies has the right to cancel a treatment at any stage if the therapist is taken ill
- A full refund will be paid in event of cancellation by Elev8 Therapies where the client had already paid the appointment fee in advance
- Elev8 Therapies commits to rearranging treatments to a new time and date within three weeks of the cancelled treatment where possible

Insurance:

Elev8 Therapies holds professional indemnity Insurance, details of which are available on request.

Complaints:

If a client wishes to make a complaint about Elev8 Therapies, this must be emailed to info@elev8therapies.co.uk and must include the date and location of the incident, the full name of the complainant, details of the complaint and a desired outcome following the complaint.

All complaints will be taken very seriously and a response will be provided within 14 days. For complaints specifically regarding data processing please see our privacy policy.