



FEAN THERAPIES TERMS & CONDITIONS

Our commitment to our clients

All treatments provided by Fean Therapies will last for the specified duration purchased. i.e. a 60 minute treatment will last 60 minutes.

Health questionnaire

A completed health questionnaire for every client is required as part of my insurance policy. Clients must disclose medical conditions, and treatments are not a substitute for medical advice.

All clients must complete a consultation form prior to treatment and will receive up to 5 minutes consultation in addition to their treatment. This may be conducted by video call where appropriate.

Treatments will only be conducted if Fean Therapies deems the treatment safe for the client to receive.

GP/Consultant permission may be required before treatments can be provided.

Zero tolerance of inappropriate behaviour

Fean Therapies has the right to terminate a treatment immediately if the client demonstrates inappropriate or sexual behaviour.

Payment will be collected for the full treatment price, provided more than 10 minutes has been spent massaging the client.

If the therapist is unable to collect the money before the client leaves, an invoice will be sent to the client's address.

All invoices must be paid within 7 days of issue date

Cancellation policy

A booking is confirmed once Fean Therapies and the client have both agreed a date, time, duration and location for a treatment

If a cancellation is made more than 24 hours before the treatment, the client will not be charged.

If a cancellation is made within 24 hours of the treatment, they will be expected to pay a cancellation fee of 40GBP for each hour cancelled.

This cancellation fee may be waived at Fean Therapies' discretion.

The cancellation fee must be paid within 7 days of the cancellation.

- Fean Therapies has the right to cancel a treatment by giving 24 hours' notice
- Fean Therapies has the right to cancel a treatment without notice if the room or environment is unsuitable for the treatment to be provided, or if the therapist is taken ill
- Fean Therapies has the right to cancel a treatment without notice if the client is intoxicated or inebriated
- Fean Therapies commits to rearranging treatments to a new time and date within two weeks of the cancelled treatment where possible

Vouchers

- Vouchers can be used as payment towards any available, advertised treatments
- Vouchers are only valid for one use
- If the whole amount of the voucher is not used, another voucher for the remaining sum will be issued
- Vouchers are only valid up to and including the expiry date
- Postage will only be charged for vouchers that are paid for online and then posted
- If postage is paid, but vouchers are delivered during a treatment, the postage fee charged will be returned to the customer in cash
- Refunds are not available for vouchers already paid for and provided

Referral voucher scheme

- Each current, local, client received three vouchers with their name written in Caf's handwriting on the back.
- The expiry date will be within three months after the voucher issue date, also written in Caf's handwriting.
- The clients give vouchers to people they expect will redeem the vouchers and purchase a treatment.
- At the time when all three vouchers are redeemed for one particular client, Caf will contact that client and arrange a free 60 minute treatment of their choice

- Vouchers are distributed to local clients at Caf's discretion

Feedback Forms

- Feedback forms will be sent to clients at Fean Therapies' discretion
- Content may be used in publicity material and on the website, with the permission of the author

Website Content

- Website content will be authorised and managed at Fean Therapies' discretion, including testimonials
- Photographs will only be displayed with the consent of the people in the photograph
- Photograph consent may be obtained by Fean Therapies verbally, or in writing if the client completes a photo release form
- Photo release forms can be requested by phone or email

Payment

- Fean Therapies accepts payment in cash, by cheque, bank transfer or through paypal/ Sum Up
- Invoices will be sent to clients who do not pay for, or who cancel, treatments
- Invoices must be paid within 7 days of the issue date

Refusal of treatment

I reserve the right to refuse treatment due to health risks or inappropriate behaviour to include if the environment is unsuitable or the client is intoxicated.

Clients under age 18

- Clients under the age of 18 must be accompanied by an adult
- The adult must give permission for the treatment to be performed
- The adult must co-sign the client's consultation form
- The adult must be present in the room throughout the treatment

PRIVACY & GDPR

- Client treatment details will not be discussed with anyone other than the client unless the client is under the age of 18 or has a care worker or guardian
- Consultations will only be discussed with the client unless the client is under the age of 18 or has a care worker or guardian
- Consultation Forms and treatment notes will be kept on file, securely by Fean Therapies
- All clients must complete a consultation form prior to receiving Fean Therapies treatments
- By signing the consultation form, clients are giving Fean Therapies permission to hold records and data about them in accordance with our Privacy Policy
- Personal information will not be shared with any third parties

Complaints procedure

- If a client wishes to make a complaint about Fean Therapies, this must be emailed to caf@feantherapies.com
- Complaints 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 28 days.

SUPERVISION/ OVERSEING OF PRACTICE

Fean Therapies attends regular professional supervision to ensure safe, ethical and high quality practice.

Insurance

- Fean Therapies is fully insured by Balens Ltd

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