

MESSAGE SERVICE CANCELLATION POLICY

Burnie Brae Ltd is committed to providing our customers with professional and therapeutic services through effective management of our services.

The Massage Cancellation Policy has been developed to provide you our customer, with information to both assist and inform you regarding the access and cancellation of massage services that may affect you.

ARRIVAL

Please arrive 15 minutes prior to your scheduled starting time, as this will allow for a relaxed and unhurried experience.

Should a late arrival be inevitable, your service will be shortened as to meet the service requirements of the next waiting appointment and your original treatment time will be charged.

CANCELLATION

Please provide at least 48 hours' notice should you need to reschedule or cancel your treatment. Should you fail to cancel within 48 hours 2 or more times, you will be asked to pre-pay for future services in advance.

NO SHOW

As our professional massage therapists are engaged to meet the needs of our customers, should you fail to cancel within 48 hours, you will be charged 75% of the original cost to cover expenses.

CONFIRMATION

As a special reminder, we will contact you via SMS or by phone 72 hours prior to your scheduled appointment.

CONSENT

At your first meeting with a therapist, you will be asked to complete a Health Assessment form to provide us with information regarding your immediate and long term medical conditions. You will also need to sign a consent form which is your permission for us to start administering Massage Therapy on your behalf.

We are more than happy to work alongside your health care providers and encourage you to inform them of your massage treatment prior to your initial visit to ensure your health and wellbeing. In some cases you may be required to provide written permission from your GP or specialist.

Please advise your massage therapist of any changes in health conditions.

CONFIDENTIALITY

We treat all client visits and conditions as confidential. We will not discuss your visit with anybody outside of our staff without your permission.