



# MASSAGE SERVICES CANCELLATION POLICY

## HEALTHY CONNECTIONS

60 Kuran Street  
CHERMSIDE, QLD

P. (07) 3624 2185

E. [gym@healthyconnections.org.au](mailto:gym@healthyconnections.org.au)  
[healthyconnections.org.au](http://healthyconnections.org.au)

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

The 'Massage Services Cancellation Policy' has been developed to provide our customers with information to assist and inform you about the access and cancellation of massage services that may affect you.

## ARRIVAL

Please arrive 15 minutes prior to your scheduled start time to allow for a relaxed 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 if you need to reschedule or cancel your treatment. Should you fail to cancel within this timeframe two or more times, you will be requested to pre-pay for future services.

## MISSED APPOINTMENT

Our professional massage therapists are engaged to meet our customer's needs. Should you fail to cancel within 48 hours prior to your appointment, you will be charged 75% of the original cost to cover expenses.



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## CONFIRMATION

You will receive a reminder via SMS or phone 72 hours prior to your scheduled appointment.

## CONSENT

At your first meeting with a massage 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 be required to sign a consent form to admit us to perform Massage Therapy on your behalf.

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

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

## CONFIDENTIALITY

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