



BOOKING TERMS AND CONDITIONS

We understand that unanticipated events happen occasionally in everyone's life. In our desire to be effective and fair to all of our clients, and out of consideration for your therapist's time, we have adopted the following policies:

Cancellations

- We require a minimum of 24 hours' advance notice if you need to cancel or reschedule an appointment.
- Please ensure you contact your therapist by telephone or Whatsapp to either cancel or reschedule appointments.
- In the event that you **fail** to provide the required advance notice you will be charged 100% of the treatment fees.
- Clients who either forget or consciously choose to forgo their appointment without providing the required minimum notice will be considered a "no-show" and will be charged the full amount for their "missed" appointment. Please note that future services may be denied until payment is received.

Late arrivals

Appointment times have been arranged specifically for you. If you arrive late for your scheduled appointment, your session may be shortened in order to accommodate others whose appointments follow yours.

Depending upon how late you arrive, your therapist will then determine if there is enough time remaining to start a treatment. Regardless of the length of the treatment actually given, you will be responsible for the "full" session, however we will do our best to satisfy the scheduled time.

Mobile Appointments

- The therapist requires adequate space and a hygienic environment to provide an effective and professional treatment service.
- The therapist therefore reserves the right to decline a mobile appointment on entering a space which is deemed as unhygienic, hazardous or unsafe. In the event that treatment is declined on this basis, there will be no refund for the therapist's time and future bookings may be declined.
- AIS Sports Therapy helps clients across Dubai. If the treatment takes place outside towards to the regions of Damac Hills, Damac Hills 2, Sharjah, Deira, Silicon Oasis. There is an additional mileage fee added to the cost of the treatment to cover time and mileage. This will be confirmed in advance.

Pricing

- Information displayed on the website, social media or through any other channel as to pricing and availability is subject to change by AIS Sports Therapy without notice.

Payment

- Payment must be made via WebLink Transfer at the time of the booking or before the booking commences. In the sense that the therapist deems it necessary to extend the treatment time, there will be no additional charge.

Suitability of Sports Massage Treatment:

There are some potential contraindications to having a massage treatment, this will be discussed on your first appointment, or if this occurs later in a course of treatment, then it will be re-evaluated and you will be informed if it is no longer appropriate to continue with your treatment.

Massage treatments are NOT a substitute for medical examination or medical care. You must understand that the massage therapist does not diagnosis illness, disease or any other physical or mental disorder. You must honour all existing and future medical practitioner appointments.

It is NOT appropriate to stop any course of medication or treatment as prescribed by your GP or other healthcare professional without first discussing this with them.

The massage therapist does not prescribe medical treatment nor perform spinal manipulations. Understand that you hold all responsibility for the treatment you receive.

Any therapy or treatment provided should not be used in place of conventional medical care.

Always consult your GP or a healthcare professional for medical attention and advice.

What to expect after treatment:

It is normal for you to feel some muscle soreness, aching and on occasion some localised bruising because of deep tissue massage therapy to the (skin, muscles, tendons and ligaments), and this will pass as part of the recovery process.

- These terms and conditions are for the benefit of you the client, and your Massage Therapist and form part of your Aftercare advice.
- By following these simple guidelines, the risk of any potential adverse physical and or allergic reactions to treatment will be greatly reduced.

Our promise to you:

- We will always be honest and open with you if it is not appropriate for you to have a sports massage treatment.

Treatment Records:

- I agree to my information being kept on file, securely and confidentially and in the understanding that it shall not be passed onto or read by any third parties, unless previous consent has been sought and provided, for the purposes of referral to another professional/organisation.
- I agree to provide accurate and up to date information in regard to any changes to ongoing medical treatments as these changes may negatively affect my massage treatments in some way.
- By booking and attending a treatment, it is taken as proof that you have read, understood and agree to the Terms and Conditions as described.
- I understand that any therapies I may undertake are done so voluntarily on the understanding that I have read and abide by the Terms and Conditions as set out above.

Enquires and Complaints

If you have any enquiries or complaints

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