

## Terms and Conditions

### *Massage to Heal*

1. **Appointments & Services:** All massage sessions are personally tailored to the individual needs of our clients, including infants, pregnant women, and men. As the sole therapist, I strive to provide a comfortable and safe environment for all ages and stages of life. Please specify any special requests or health considerations when booking your session.
2. **Age & Health Considerations:** Clients, including pregnant women, are required to inform me of any relevant medical conditions or health concerns prior to the massage. Pregnant clients should consult their healthcare provider before booking a session, especially in the first trimester.
3. **Booking & Payment:** All appointments must be booked in advance. Payment is due at the time of service, and I accept cash and bank transfer. If you have a specific preference for the type of massage, please let me know when booking.
4. **Cancellation & Rescheduling:** I understand that life happens, but to respect both our time, I request that cancellations or rescheduling be made at least 24 hours in advance. Any cancellation or change made within 24 hours of the scheduled appointment will incur a fee of €20.
5. **Late Arrivals:** If you arrive more than 15 minutes late for your appointment, the session must be rescheduled to another available time. If you do not show up for your scheduled appointment, a €20 penalty will be charged. If you arrive late, the session will still end at the scheduled time, and the full fee will apply. Please arrive at least 10 minutes early to complete any necessary forms or relax before your treatment.
6. **Liability:** As a licensed and trained therapist, I am committed to providing a safe and professional service. However, I am not liable for any adverse reactions or injuries that may occur during or after a session. It is the client's responsibility to inform me of any conditions that may affect their treatment.
7. **Privacy & Confidentiality:** All client information, including personal health details, will be kept strictly confidential and will not be shared with any third party without explicit consent, in accordance with privacy laws.
8. **Right to Refuse Service:** I reserve the right to refuse service to anyone if I feel that the treatment may not be suitable for them based on health concerns or behavior.
9. **Modification of Terms:** I reserve the right to update or modify these Terms and Conditions at any time. Any changes will be communicated to clients through the website or during appointments.

Nikolett Pelles

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