

Lebentz Sports Massage



Terms and conditions:

Health, Safety and Hygiene:

- Prospective clients will be required to complete a consultation form prior to initial visit/ treatment which must be completed honestly, accurately and correct to the best of their knowledge.
- The client has a duty to keep Lebentz Sports Massage up to date with any changes to their health, medication, symptoms, concerns or treatments they are having investigated or undergoing treatment for.
- Clients are asked to not attend an appointment if they are unwell, suffering from a cold or virus, infection or general ill health. If you are unwell and contact us to inform us of your illness, please note our [Cancellation Policy](#) may still apply.
- All reasonable steps to reduce risk of COVID infection will be taken by increasing hygiene protocols, there may still however be a risk of infection from face-to-face appointments, which the client knowingly and willingly consents to in the event of a face-to-face appointment.
- GP permission may be required before your treatments can be provided, if you are unsure as to whether you may require your GP's permission, please discuss any concerns prior to booking via [telephone](#) or [email](#).

- Treatment will only be conducted if the therapist deems treatment safe for the client to receive and may refuse to treat any client with just and reasonable cause.
- Lebentz Sports Massage reserves the right to terminate any appointment at any time if they believe that it is not safe or in the client's best interest to continue. Likewise, the client has the right to refuse, modify or terminate treatment at any time regardless of prior consent given.
- Lebentz Sports Massage does not treat anyone under the age of 18.

Payment, Gift Vouchers, Packages and Discount Codes:

- Lebentz Sports Massage accepts payment by card online.
- Gift vouchers can be used as payment towards any advertised service.
- Gift Vouchers are valid for 12 months from purchase date.
- Discount codes must be quoted at the time of booking and the discount code will be deducted at the point of payment.
- Appointments are available outside of opening hours with a surcharge as arranged upon request.

Cancellation policy/ no show policy:

- A booking is confirmed once the client has received a confirmation email of their appointment.
- Clients are asked to provide no less than 24 hour notice when cancelling or re-scheduling appointments.

- Unless there are exceptional circumstances, cancellations made with less than 24 hours until the time of your appointment will incur the full fee charge.
- Failure to attend an appointment will incur the full fee charge.
- No additional time will be given for clients late for their appointment, the appointment will end as originally scheduled and the full fee will be payable.
- Lebentz Sports Massage has the right to cancel a treatment if the therapist is taken ill:
- A full refund will be paid in event of cancellation by Lebentz Sports Massage.

Parking:

Vehicles parked on the premises are left at the owner's own risk. Lebentz Sports Massage accepts no liability for any loss, theft, or damage to vehicles or their contents while on or near the property.

Insurance:

Lebentz Sports Massage holds professional indemnity insurance, details of which are available on request.

Complaints:

If a client wishes to make a complaint, this must be emailed to martha@lebentzsportsmassage.com and 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 14 days.

For complaints specifically regarding data processing please see [privacy policy](#).

Privacy Policy:

Website:

The website uses Google Analytics to analyse visitors to the site. Google Analytics uses “cookies”, which are small text files placed on your computer which collect information on visitor behaviour information such as:

- How you got to the site
- How long you spend on the site
- What you click on whilst on the website

The information will also be used for statistical analysis reports on website activity to provide future optimised improvements on the site.

Google Analytics cookies may collect your IP address. Your IP address is a unique number identifying your computer. This information will be for determining geographical location purposes only which will assist us in meeting user needs.

The information we collect is anonymous and cannot identify you personally. We therefore do not store any information of a personal nature e.g. your name or address. No information will be shared with third-party organisations.

Your web browser should provide you with the controls to manage and delete cookies from your device if required.

Personal information:

All clients must complete a consultation form prior to receiving initial treatment. By signing the consultation form, clients are giving Lebentz Sports Massage permission to hold records and data about them. We may collect the following personal data: Client name, address, date of birth, email address, phone number, GP details, health information including medical history, diagnosis and treatment data. This is ensuring we have the right amount of information for assessing your suitability to treatment, for completing the appropriate treatment, for contacting you regarding appointment follow-ups and for a referral to GP or other healthcare practitioners if deemed necessary. All information held will be treated as strictly confidential and will only be released to any other external party with the consent of the client.

All client records are electronic and GDPR compliant.

We use CCTV technology to help keep our guests and staff safe and to help us investigate any potentially criminal or unsafe incidents which occur. CCTV footage is kept for up to 31 days. We will only share CCTV with public or regulatory authorities to help prevent crime and nuisance. We will only share CCTV if we consider a request to be appropriate.

Communication and Marketing:

Client contact data may also be used for communication and business marketing purposes. Operational communication

includes but is not limited to appointment reminder emails and text messages, invoices and feedback requests.

We may send newsletters, offers and discounts to clients that have signed up to the Lebentz Sports Massage mailing list or who have indicated their wish to opt in to receiving marketing information on their initial consultation form.

Clients can unsubscribe from communication or marketing at any time by emailing martha@lebentzsportsmassage.com with the subject header “Unsubscribe”.

You can request to see: your data at any time, move your data to another practice, correct any inaccuracies. You may request details to be deleted but due to our legal obligation we cannot delete your health record but can remove you from our contact list.

Data Protection Policy:

“Lebentz Sports Massage fully complies with the most up to date Data Protection Policy and has a transparent approach to Data Processing which empowers individuals to know about the collection and use of their personal data. We collect data for ensuring we have the right information for assessing your suitability to treatment, for completing the appropriate treatment, for contacting you regarding appointment follow-ups and newsletters of clinic news, and for a referral to GP or other healthcare practitioners if deemed necessary. We collect only data that is relevant to those purposes, and we keep it for 8 years. All information held will be treated as strictly confidential and will

only be released to any other external party with the consent of the client."

Lebentz Sports Massage is registered with the Information Commissioners Office. The Data Controller at Lebentz Sports Massage is your first point of contact for any matters regarding your personal data we process. Contact:

martha@lebentzsportsmassage.com