#


# TeamUCL and Bloomsbury Fitness Sports Massage Client Agreement

## Terms and Conditions

#### This User Agreement sets out the terms, conditions, expectations, and payment processes at Bloomsbury Fitness. This document will be reviewed on an annual basis. Please note only Bloomsbury Fitness members and members of the TeamUCL High Performance Programme can book sports massage sessions, and this Client Agreement must be signed alongside the Client Booking Form.

## Client Terms

## Booking and payment:

#### All sessions must be paid for in advance at Bloomsbury Fitness reception, at the following rate:

#### Bloomsbury Fitness member: £25.00

#### High Performance team member: £20.00

* Along with this Client Agreement, you must also complete the Service User Information Webform [here](https://studentsunionucl.org/forms/bloomsbury-fitness-sports-massage-service-service-user-information).

## Client Lateness:

#### If you are less than 15 minutes late for your session, the session will continue but will not be extended to compensate for lost time.

#### Due to the importance of warm-up techniques in sports massage, any lateness beyond 15 minutes will result in the session not going ahead, but it will still count as redeemed. You will not be eligible for a refund or have the option to move your session.

## Cancellations by the Client:

## If you cancel more than **48 hours** before your booked session, you will be eligible for a refund.

## If the session is cancelled within 48 hours, it will count as redeemed and you will not be eligible for a refund other than in exceptional circumstances covered in the ‘Refunds’ section of this document.

## Illness:

#### It is the responsibility of both the client and therapist not to introduce contagious illness to the treatment room. Therefore:

#### Clients must cancel their session if they are unwell. If they become unwell within the 48 hour notice period, they must provide a doctor’s note to claim a refund.

#### Sessions will not go ahead if the client is clearly unwell upon arrival, and they will still require a doctor’s note to claim a refund.

#### The session will be cancelled with as much notice as possible if the therapist is unwell. The client will receive a full refund in this case.

## Refunds

* A refund will be issued if there is a medical reason preventing you from participating in this activity. Documentation issued by a GP will need to be provided to the Fitness Centre Manager to validate actioning a refund or partial refund.
* Refunds can only be issued to a UK bank account and the account holder.
* Clients whose sessions must be cancelled, for example in the event of the therapist’s illness, will be given as much notice as possible and will be issued a refund.
* In the unlikely event that the massage therapist is late, the client will be offered either:
	+ A session extended to compensate for the lost time if the therapist is less than 15 minutes late.
	+ To rebook the session later in the day.
	+ A full refund.