



## HANDS from HEAVEN

Musculoskeletal & Remedial Massage Therapy

### TERMS OF SERVICE

HANDS from HEAVEN - Remedial Massage Therapy is dedicated to providing quality services to you and these policies outline our ongoing commitment in respect of how we manage appointments and payments here in clinic.

We maintain extensive Open Hours in this clinic – making quality treatment available outside standard business hours consistently throughout every week, including most Public Holidays. This is our commitment to our clients.

These Terms of Service have been developed to help us provide the best for our wider community, and are up-held uniformly to ensure consistency, clarity, transparency and fairness for all.

### LATE ARRIVAL POLICY:

We try our very best to run on-time so that we don't delay or disrupt our client's schedules, therefore we ask our clients to afford the same respect and arrive on time for their scheduled appointments.

If you are late, through no fault of this clinic, your appointment time *may be* reduced so we can continue to run on-time - the full appointment cost may still be charged at the discretion of your Therapist for that appointment. We understand there are some extreme circumstances that are beyond control, but clinic is only a phone call away.

**We request that you give notification if you know you're going to be late for your appointment to enable us to offer a better solution to the problem.**

Our Online Appointment Diary sends an automatic reminder text message the day before all scheduled appointments. Please make sure we have your current and correct mobile phone number attached to your Client Record so that you do not miss your reminder text.

### LATE CANCELLATION AND/OR NON-ATTENDANCE POLICY:

We try very hard to provide treatment for you when you need and/or want it. Of course, there are sometimes throughout every week that are more popular than others and we find ourselves very busy - and even booked out with increasing frequency. During these times some people get turned away because we cannot fit them in.

Therefore - **If you need to cancel your appointment, we request that you give us no less than 4 hours notice of your intention to cancel - to enable us to offer that time to someone else.**

- **Failure to contact clinic to cancel your appointment within 4 hours of a scheduled appointment will result in a \$20.00 Late Cancellation Fee.**
- **Failure to attend a scheduled appointment that has not been cancelled will result in a \$20.00 Non-Attendance Fee.**

If you incur either of these fees, you will be invoiced and required to make payment at or before your next appointment. **If you Fail to Attend 3 consecutive appointments without giving us appropriate notice, no further appointments will be made for you.**

Our Online Appointment Diary sends an automatic reminder text message the day before all scheduled appointments. Please make sure we have your current and correct mobile phone number attached to your Client Record so that you do not miss your reminder text.



## **HANDS from HEAVEN**

Musculoskeletal & Remedial Massage Therapy

### **PAYMENTS POLICY:**

**All treatments are to be paid for before leaving clinic - Credit is not extended to anyone, under any circumstance.**

If you have Private Health Insurance (*BUPA, MediBank, NIB, etc*) you are invited to swipe your membership card first to make on-the-spot electronic claim for your treatment.

All other payments, including any gap-payment after Health Fund Claim, can be made by Cash or EftPos from a debit account or Visa/Mastercard account.

**We DO NOT accept payment by Cheque, American Express, or any other Card under any circumstance.**

### **VOUCHERS – EXPIRY & VALIDITY:**

All vouchers sold or issued from this clinic are clearly marked with all applicable details for redemption, including: what service is available; the duration of the service; the issue and expiry dates; and booking details. We also maintain a register of all vouchers sold or issued and make reminder calls to the holder if the voucher remains unused a month before expiration.

Vouchers can be redeemed by any person presenting the voucher – whether they are the original or intended recipient according to our Voucher Register; Specific conditions across the different vouchers are listed below.

#### **Gift Vouchers –**

- Voucher must be presented for redemption;
  - Vouchers are single use only, and cannot be split to be used over multiple people or appointments;
  - Vouchers are valid for six (6) months from the date of issue as written on the voucher;
  - Vouchers are valid for a Treatment Appointment for the duration of time noted on the voucher;
  - Vouchers are NOT transferrable for cash, or refundable if not used.
- As the purchase of a voucher is not for immediate treatment, Health Fund Rebates DO NOT APPLY;  
Concession Rates DO NOT APPLY to the purchase of Gift Vouchers (*regardless of the Concession Status of either the purchaser or the intended recipient*).

#### **Referral Reward Vouchers –**

- Voucher must be presented for redemption;
- Vouchers are single use only, and cannot be split to be used over multiple people or appointments;
- Valid for three (3) months from the date of issue as written on the voucher;
- Vouchers are valid for a 60 minute Treatment Appointment only;
- Vouchers are NOT transferrable for cash, or refundable if not used.

#### **Other Vouchers -**

- Voucher must be presented for redemption;
- Vouchers are single use only, and cannot be split to be used over multiple people or appointments;
- Valid for three (3) months from the date of issue as written on the voucher;
- Vouchers are NOT transferrable for cash, or refundable if not used.



## **HANDS from HEAVEN**

Musculoskeletal & Remedial Massage Therapy

### **HEALTH FUND REBATE FRAUD:**

Please do not ask for your receipt to be made out in another person's name in order for you to be able to receive greater rebate from your Health Fund. In that same context, please do not ask to have your treatment processed via HICAPS in the patient number of someone else on your Membership Card.

**Either of the abovementioned practices is seen as FRAUD by the Health Funds and HICAPS.**

Our compliance to either practice puts our professional reputation in question and could result in our being struck-off the Approved Providers List leaving you unable to make future claims on receipts issued by us.

We respectfully request that you do not put us in an awkward position by asking us to fraud your Health Fund.

### **MAXIMUM DURATION FOR INDIVIDUAL TREATMENT IN 24HR PERIOD:**

In this clinic we offer 30 minute, 45 minute, 60 minute and 90 minute appointment times. These options allow flexibility for a variety of client wants and treatment needs.

Our Duty of Care to You is to provide the most effective treatment, without causing harm or overworking the soft tissues of your body.

Please understand that Remedial Massage Therapy can be demanding on the therapist not only physically but also from the perspective of maintaining appropriate mental focus on best treatment practices. Therefore, we ask you to please understand that 90 minutes is the longest appointment time any therapist will treat any client - in this clinic, in any 24 hour period.

### **POLICY UPDATES**

These Policies may change from time to time at the discretion of the Practice Manager. Further details and information for these policies is available on our website, and also displayed in Clinic Reception.

### **POLICY COMPLAINTS AND ENQUIRIES**

If you have any queries or complaints about our Terms of Service, please contact us at:

HANDS from HEAVEN - Remedial Massage Therapy  
106-108 Pateena Street  
Stafford

QLD 4053

Phone: 3352 5334 email: [tony@handsfromheaven.com.au](mailto:tony@handsfromheaven.com.au)