



## Massage Memberships - Terms and Conditions

Who can join: 18+. Proof may be requested.

Length of contract: 12 months

What's included: A set number of sessions with a qualified massage therapist each month. Outcomes aren't guaranteed.

Transfers: You can transfer up to half your monthly sessions to up to 2 named people.

Payment: Monthly in advance. Keep your payment details updated.

Booking & Changes: Book in advance. 24-hour notice for cancellations. Late arrivals shorten the session but count as used.

Suspension: Up to 3 months per year, whole months only. Longer suspensions may be considered for medical reasons.

Cancelling membership: 30 days' notice; no refunds for unused sessions.

Health & Safety: Complete a health form, tell us of changes, follow aftercare advice. We may adjust or refuse treatment for safety reasons.

Liability: Limited to membership cost; nothing limits liability for death or injury from negligence. Massage has risks explained before treatment.

Data: Confidential, safe, GDPR rights apply.

Complaints: Write to us within 30 days for service; 6 months for clinical issues.

For full terms and conditions please go to  
[www.totalhealthwestberks.co.uk/massagemembershipt+c](http://www.totalhealthwestberks.co.uk/massagemembershipt+c)

## Massage Memberships - Full Terms and Conditions

Effective Date: 1 December 2025

### 1. Eligibility

Available to 18+ only. Proof of age may be requested.

### 2. Services

Membership provides a set number of sessions per month with a qualified massage therapist.

Membership includes plan-specific benefits.

Outcomes are not guaranteed.

### 3. Payment

Monthly fees in advance, automatically taken from card on file.

Keep a valid payment method. Failed payments may suspend membership.

### 4. Membership Benefits

Sessions per month as per plan; unused sessions may roll over (up to plan maximum).

Transferability: Up to half of monthly sessions may be transferred to up to two named individuals; names must be registered with the clinic in advance.

Priority booking and member discounts apply.

### 5. Booking & Scheduling

Book in advance online, by phone, or at clinic.

24-hour notice required for changes; late cancellations count as used.

Late arrivals may shorten sessions but count as full.

Clinic-related cancellations will be rebooked at the earliest opportunity.

### 6. Membership Duration & Cancellation

Ongoing until cancelled for a minimum of 12 months.

Cancel with 30 days' written notice; cancellation effective end of current billing period.

No refunds for unused sessions or partial months.

Membership may be terminated for breaches.

### 7. Price Changes

30 days' written notice for changes.

You may cancel if you don't accept new pricing.

### 8. Suspension

Up to 3 months per 12-month period, whole months only.

No fees during suspension.

Unused sessions do not roll over during suspension.

Longer suspensions may be considered for medical or significant personal reasons.

## Massage Memberships - Full Terms and Conditions

### 9. Health & Safety

Complete health questionnaire before first treatment.  
Inform clinic of health changes or medications.  
Follow aftercare advice.  
We may adjust or refuse treatment if clinically inappropriate.  
We may refuse treatment if behaviour is abusive or unsafe.  
Informed consent is required.

### 10. Liability & Insurance

Professional indemnity insurance held.  
Liability limited to monthly membership cost.  
Not liable for indirect/consequential damages.  
Nothing limits liability for death or injury from negligence.  
Massage carries inherent risks, explained before treatment.

### 11. Data Protection

Health data is confidential, stored securely.  
Rights under GDPR: access, correction, erasure, restriction.  
Data used for booking, payments, health info.

### 12. Payment Card Security

Secure, PCI DSS-compliant processing.  
You may update/remove card details.

### 13. Complaints

Submit within 30 days for service; 6 months for clinical concerns.  
Response within 21 days.

### 14. General Terms

English law applies; disputes in English courts.  
Invalid provisions don't affect remainder.  
Terms may be updated with 30 days' notice.

### 15. Contact

Total Health West Berkshire  
Tel: 01635 791 301  
Website: [www.totalhealthwestberks.co.uk](http://www.totalhealthwestberks.co.uk)