

Terms & Conditions

1. Appointments and bookings

Appointments can be made via email, or direct link to booking calendar, phone or even facebook messenger. Regarding In- Home Massage - New clients receive a free 15 minute consultation which allows time to complete your health intake form; this ensures a 60 minute massage treatment without time taken completing forms. Your appointment arrival time will be agreed to when you book. We allow plenty of time between appointments to ensure that you start on time.. *Please refer to the cancellation policy.

2. Prices

Every effort is made to ensure our prices are reflected accurately across all mediums including our website, facebook page, printed promotional material etc. It is possible that mistakes are made which may cause our prices to differ.

3. Cancellation or reschedule

No-shows and last minute cancellations are difficult for our business and it may mean other clients miss out. You can cancel or reschedule anytime via phone, facebook messenger, or email with a minimum of 24 hours notice. Less than 24 hours notice incur a 100% cancellation fee.

4. Inappropriate Conduct

Under no circumstances will sexual comments or advances, or aggressive comments, or gestures be tolerated. Anything of this nature will result in immediate termination of the appointment, with full payment expected.

5. Health and hygiene practices

Health and hygiene is taken seriously and evaluated regularly at Platform Health.

Each client receives fresh linen. All towels are thoroughly washed in hot water before they are ready for the next client. Massage medicaments are dispensed from a pump bottle.