



OPTIMAL PERFORMANCE
SOFT TISSUE THERAPY & SPORTS MASSAGE

Terms & Conditions

“**OPSTT**” means Optimal Performance Soft Tissue Therapy

“**Client**” means any person who has requested an appointment & completed a health consultation form

Health, Safety & Hygiene:

- Prospective clients will be required to complete a health 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 Optimal Performance 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 not to attend an appointment if they are unwell, suffering from a cold or virus, infection or general ill health. Please contact us at the earliest opportunity to rearrange your appointment. If you are unwell and contact us to inform us of your illness, please note that our Cancellation Policy may still apply.
- All reasonable steps to reduce risk of COVID infection will be taken by OPSTT including screening potential cases and undertaking increased hygiene protocols, there may however still 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 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
- Treatments will only be conducted if the therapist deems the treatment safe for the client to receive and may refuse to treat any client with just and reasonable cause.
- OPSTT 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.
- Vulnerable persons & young persons under the age of 18 must be accompanied by a parent/guardian
 - The client must give permission for the treatment to be performed & the parent/guardian co-sign the client's consultation form
 - The parent/guardian will be invited to stay in the room throughout the treatment

Payment, Vouchers, Packages & Discount Codes:

- Optimal Performance accepts payment in cash, by card or bank transfer
- Vouchers can be used as payment towards any available advertised treatment
- Vouchers are valid for six months from purchase date
- The full cost of packages must be paid for at the time of purchase. Paid for appointments will be shown as a credit against your account and deducted from your account on booking
- Packages are not valid with any other discount or offer
- All packages are valid for 12 months from the date of purchase, unless otherwise agreed with OPSTT
- Any unused credits after 12 months will be cancelled and unable to be redeemed, unless otherwise agreed with OPSTT

- Discount codes must be quoted at the time of booking and the discount will be deducted at the point of payment
- Member offers are only valid to current members of the club, gym or organisation stated and proof of membership may be requested
- Referral offers are only able to be redeemed by new clients and not clients that have attended OPSTT previously

Cancellation policy:

- A booking is confirmed once OPSTT and the client have both agreed a date, time, duration & location for an appointment
- Clients are asked to provide at least 24 hours notice when cancelling or re-scheduling appointments
- Unless there are exceptional circumstances, cancellations made less than 24 hours of the appointment will incur the full fee charge
- Failure to attend an appointment will incur the full fee charge. An invoice for any cancellation / 'no show' charges will be sent to you by email for payment by bank transfer within 7 days. Following a cancellation, payment must be received before any further appointments can be confirmed.
- If the client is more than 10 minutes late for an appointment OPSTT have the right to cancel the treatment
- 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
- Optimal Performance has the right to cancel a treatment if the therapist is taken ill
 - A full refund will be paid in event of cancellation by OPSTT
 - OPSTT commits to rearranging treatments to a new time and date within three weeks of the cancelled treatment where possible

Insurance:

Optimal Performance holds professional indemnity Insurance, details of which are available on request

Complaints:

If a client wishes to make a complaint about OPSTT, this must be emailed to hello@optimalperformance.uk 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 site

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 Optimal Performance permission to hold records and data about them. We may collect the following personal data: Client name, address, date of birth, email address, phone numbers, GP details, health information including medical history, diagnosis and treatment data. This is 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 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.

Communication & Marketing:

Client contact data may also be used for communication & company 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 OPSTT mailing list or who have indicated their wish to opt in to receiving marketing information on their initial consultation form

Clients can unsubscribe from communications or marketing at any time by emailing hello@optimalperformance.uk 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 for details to be deleted but due to our legal obligation we cannot delete your health record but we can remove you from our contact list.

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

Contact: hello@optimalperformance.uk