



WHITESSENCE

FITNESS & WELLBEING

TERMS & CONDITIONS

- **Free consultation. Let's have a chat and discuss your requirements, treatment plan, any concerns or questions you might have prior to your treatment.**
- **Full payment is due on the day of the treatment and can be made by cash or credit/debit card. No cheques accepted.**
 - **If you enter into a Treatment plan, full payment is due on the first day of treatment.**
- **Cancellations must be made 24 hours prior to your appointment otherwise 50% of the treatment price will be added to your next treatment (excludes treatment plans).**
- **Treatment plans will not be extended if you have missed your appointment/s nor refunded.**
 - **If you arrive late for your appointment the scheduled appointment will be shorter and finish at the arranged time allowing the next client to start the treatment on time.**
 - **In case Whitessence needs to cancel the appointment due to unforeseen circumstances it will be rescheduled to a suitable time.**
- **Whitessence may refuse or stop the treatment at any point if the client shows inappropriate behaviour, cleanliness or we have concerns about the client's current status of health.**
- **No responsibility will be taken if the client has provided false information or not provided details of changes in health conditions during the entire period of treatment.**
- **All client details are strictly confidential and not passed onto any third party.**