

BODYMETICS SPA

Terms & Conditions

BodyMetrics Spa would like to offer our clients a very good massage experience. Our commitment is to meet and exceed the expectations of all our clients and therefore BodyMetrics Spa massage therapist adhere to policies that will deliver the best outcome. Please read BodyMetrics Spa Standards of Practice for more information.

THE APPOINTMENT

To allow enough time and preparation for your treatment, please arrive 15 minutes prior to your appointment. Arriving late will limit the time for your massage treatment, reducing its effectiveness and your experience. We ask that you turn off your mobile phone upon arrival.

ATTIRE

There is no dress code requirement. Come in the clinic on your most comfortable clothing. During the massage, the client is to undress keeping on the underwear and bra at all times. Towels, robes and disposable slippers will be provided during the massage treatment. Nudity is not permitted in the clinic. BodyMetrics Spa ensures the privacy and dignity of each client during the massage treatment. Proper draping instruction will be explained. Only the part of the body that is being massaged will be exposed during the treatment and the rest of the body will be fully draped at all times. Please read BodyMetrics Spa Standards of Practice for more information regarding draping procedures.

LATE POLICY

BodyMetrics Spa will make every effort to accommodate your booking if you arrive late. As a policy, when you arrive on your appointment late by 15 minutes or more, the appointment is cancelled with a 100% BodyMetrics Spa credit for you to use for your future booking. A last minute change or cancellations (4 hours prior to your appointment) will be considered only if there is an available time in the day, please refer to cancellation and no show policy.

CANCELLATION AND NO SHOW POLICY

As a policy, any cancellations or requests for rescheduling an appointment requires a minimum of 24 hours notice. The scheduled appointment is granted full credit and can be re-scheduled for future appointment. BodyMetrics Spa do not provide refunds for cancelled or no show appointments.

Last minute cancellations (4 hours prior to your appointment) or failure to arrive for your appointment will be charged 100% of the massage service value and are not refundable or available for a credit.

Your payment will be refunded on the massage service should you cancel outside the 24 hour minimum notice period. All service sales, retail sales and gift certificate sales are final, with no refunds (except under the massage service terms & conditions or when a retail item is considered to be faulty).

BodyMetrics Spa gift certificates can only be used for purchasing a massage package. Any massage appointment made using the gift certificate follows the same cancellation and no show policy (See Gift Certificates terms and conditions).

PAYMENTS

BodyMetrics Spa accepts cash, direct deposit, credit card (visa or mastercard) and paypal as payment methods through the website portal. Health fund rebates are also available.

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SPECIAL CONDITIONS

It is important to inform BodyMetrics Spa if you have special conditions or medical concerns that may affect the massage treatment before booking your appointment. All BodyMetrics Spa clients will be asked to complete a pre-consultation questionnaire upon arrival to ensure we are meeting your needs before the start of the massage treatment. For example, if you have high blood pressure, special physical concerns, diabetes, skin condition, unwell or are pregnant.

AGE REQUIREMENT

BodyMetrics Spa clients must be 18 years of age or older to receive massage treatments without the approval or supervision of an adult.

QUIET ENVIRONMENT

As a courtesy, please maintain a quiet level of conversation. Mobile phones must be turned off during the massage treatment.

GIFT CERTIFICATES

A BodyMetrics Spa gift certificate is a beautiful gift idea for any occasion. Gift certificates are available for massage treatment and can be ordered through the website portal and are non-refundable or redeemable if lost or stolen. To make a massage booking using the gift certificate, simply ring us on 0424 378 993 or email us info@bodymetricsspa.com and quote the certificate number to book your appointment. Gift certificates are non-refundable, and expiration dates cannot be changed or extended. Any cancellation of an appointment made using the gift certificate not cancelled at least 24 hours in advance, your massage treatment and BodyMetrics spa gift certificate will be forfeited or cancelled.

PRICES SUBJECT TO CHANGE

Prices and services are subject to change at any time without notice. BodyMetrics Spa constantly expands the treatment services and products to bring you the latest in this field. BodyMetrics Spa will ensure to keep its website portal regularly up to date. BodyMetrics Spa values all our clients, but reserve the right to refuse service at any time, to anyone, for any reason.

VISITORS

Any person or visitor accompanying a client will not be allowed during the massage treatment session. This includes complying with our age restriction policy. All non-clients must remain in the waiting lounge.

CLIENTS' RIGHT TO KNOW ABOUT BODYMETICS SPA

BodyMetrics Spa will strive to exceed our clients' expectations. A tailored approach is suggested and communicated to our clients to ensure the best outcome is achieved. All clients of BodyMetrics Spa have the right to know BodyMetrics Spa policies including [Privacy Policy](#), [Standards of Practice](#) which advises each client on the services and techniques best suited to maximize the benefits of the massage service.