

Client Terms & Conditions

At Clinically Zen, we value your time and are committed to providing a calm, professional and personalised treatment experience.

Appointments

Appointments are available by booking only. Please arrive on time for your scheduled appointment.

Cancellation & Rescheduling

A minimum of **24 hours' notice** is required to cancel or reschedule an appointment.

Appointments cancelled with less than 24 hours' notice may incur a cancellation fee of up to **50% of the scheduled treatment fee**.

Failure to attend without notice may result in a **50% cancellation/no-show fee** and may require prepayment for future bookings.

Genuine emergencies will be considered at the discretion of Clinically Zen.

Late Arrivals

If you arrive late, your treatment may need to be shortened so that the next appointment can commence on time. The full scheduled fee remains payable.

Health & Safety

Please advise Clinically Zen of any changes to your health, medications, injuries, pregnancy status or other relevant circumstances before treatment.

If you are experiencing a contagious illness or condition that may compromise the health and safety of others, please reschedule your appointment.

Payment

Payment is due at the time of treatment unless another arrangement has been agreed in advance.

Treatment Boundaries

Treatments are strictly professional and therapeutic. Clients are expected to respect professional boundaries and communicate respectfully throughout their appointment.

Clinically Zen reserves the right to decline or terminate treatment where behaviour is inappropriate, unsafe, abusive, sexualised or outside the scope of professional practice.

By booking an appointment, you acknowledge and agree to these Terms & Conditions.

Client Code of Conduct

Clinically Zen is committed to maintaining a safe, respectful and professional environment for every client and therapist.

Respect & Professionalism

Clients are expected to:

- Treat the therapist with courtesy and respect
- Respect professional boundaries and personal space
- Communicate appropriately throughout treatment
- Maintain reasonable personal hygiene for close-contact treatment.

Discrimination, harassment, bullying, intimidation, threatening behaviour or offensive language will not be tolerated.

Consent & Communication

Your consent is required before treatment begins and whenever the treatment plan changes.

You may:

- Ask questions
- Request adjustments to pressure, positioning or treatment
- Ask the therapist to stop treatment at any time.

Equally, the therapist may modify, decline or discontinue treatment where it is considered unsafe, inappropriate or outside their professional scope.

Professional Boundaries

Clinically Zen provides professional therapeutic services only.

Sexualised comments, gestures, requests or behaviour are strictly prohibited and may result in immediate termination of the appointment and refusal of future bookings.

Health Information

Clients are responsible for providing accurate and relevant information regarding their health, medications, injuries and treatment goals.

Please advise the therapist of any significant changes before your appointment.

Clinic Environment

Clients are asked to follow reasonable hygiene, safety, draping and clinic procedures to maintain a comfortable environment for everyone.

Clinically Zen reserves the right to refuse future services where this Code of Conduct is seriously or repeatedly breached.

Informed Consent for Treatment

Clinically Zen is committed to providing safe, professional and individualised remedial massage therapy.

Before treatment, your therapist will discuss your relevant health history, current concerns, treatment goals and any factors that may affect your suitability for treatment.

Your Consent

By proceeding with treatment, you acknowledge that:

- You have provided accurate and relevant health information.
- You have had the opportunity to discuss your treatment and ask questions.
- You understand that massage therapy may involve temporary tenderness, soreness, fatigue, bruising or other short-term responses in some circumstances.
- You will communicate any discomfort, pain, dizziness or concerns during treatment.
- You may request a change in pressure, technique or positioning at any time.
- You may withdraw your consent and request treatment to stop at any time.

Your therapist may modify, postpone or decline treatment where it is considered unsuitable, contraindicated, outside professional scope or otherwise not in your best interests.

Treatment Records

Clinical notes and relevant health information are maintained securely in accordance with Clinically Zen's Privacy Policy and applicable privacy and record-keeping obligations.

By booking and/or attending an appointment, you acknowledge that you have had the opportunity to read and understand this Informed Consent and agree to proceed with treatment on that basis.

If you have any questions regarding your treatment or consent, please discuss them with your therapist before treatment begins.