



## CLIENT INFORMATION:

### YOUR TREATMENT:

I will bring everything needed to create a relaxing environment in the comfort of your own home. I will provide the massage table, linens, towels, oils, music and bolsters/cushions to support your body comfortably – please note that I may ask to use additional cushions/pillows/chairs from your home if required.

I will require a suitable space to set up and work within (at least 1.5 x 3 metres) and I will need somewhere to wash my hands both before and after your treatment.

I use a variety of massage oils and waxes from different professional suppliers (e.g. Songbirds Massage Wax, Penny Price Aromatherapy, Massage Warehouse, Naissance) – if you have any skin sensitivities or allergies, I will use a base oil (either grapeseed or Jojoba) without any added essential oils, but this will be agreed and discussed during your consultation. A specific oil that is safe to use during pregnancy will be used for all pregnancy treatments.

Holistic facials will be tailored to your skin type using products from Dr Hauschka and Neals Yard Remedies.

I will do everything I can to bring some well-deserved rest and relaxation.

If you can think of anything else that may enhance your experience, please do say and I'll do my best to accommodate you.

Please do allow extra time for your session. As I am a mobile practitioner, I may arrive slightly earlier or later than the agreed appointment time, I will always endeavour to be on time for your appointment and I will notify you as soon as possible in the case of traffic delays. I may arrive up to 15 minutes before or after your appointment depending on how far I have travelled to get to you. Thank you in advance for your understanding and co-operation with this.

### BOOKING:

You may book your appointment by contacting me directly by phone, text message or email, or by using the Fresha app. Fresha is the booking and scheduling software used by Waseley Wellbeing, therefore when you book an appointment directly with me, you are agreeing that you consent for your contact details to be put onto Fresha in order to confirm your appointment and to communicate important information about your appointment.

You may receive messages directly from myself and from Fresha, we both adhere to GDPR guidelines. Please refer to the GDPR section on [www.waseleywellbeing.com](http://www.waseleywellbeing.com) to see how your information will be stored. Please refer to [Fresha Privacy Policy](#) to see how Fresha stores and uses your data.

### PAYMENT:

Payments may be sent by BACS, Cash, Paypal or on the Fresha app.

BACS is preferable, the account details are as follow:

Michelle Payne  
Sort Code: 30-96-12  
Account Number: 82509860

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**Michelle Payne**  
Waseley Wellbeing  
07530 980 459  
[www.waseleywellbeing.com](http://www.waseleywellbeing.com)

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### WASELEY WELLBEING CANCELLATION AND BOOKING POLICY:

Payment in full may be required in order for you to book and guarantee your appointment date and time, this is subject to our discretion and adheres to the booking and cancellation policy. Confirmation of payments received will be sent to you either by text message, email or an invoice (if requested for your records).

Appointments booked directly by clients onto Fresha will require confirmation of card details in order to book the appointment. When you put your card details onto your Fresha profile, you are declaring that you agree with, and will adhere to the Waseley Wellbeing booking, cancellation and no-show policy.

If you do need to cancel or reschedule your appointment please give at least 48 hours notice. Late cancellations will incur the following charges:

- 100% of the full price of your treatment within 48 hours of your booking
- 100% of the full price of your treatment will be charged for no-shows (this term refers to the client not being present at the property at the time when the appointment was due to take place, or forgotten appointments).
- Prior to 48 hours you may reschedule your appointment and if you have paid in advance, the full amount will be credited to your next appointment.
- If you are paying for your treatment with a gift voucher, the above policy applies, for late cancellations and no-shows the fee will be debited from your gift voucher balance.

Appointments are determined as 'booked' as soon as a date and time has been agreed between yourself and Waseley Wellbeing, this agreement declares that you agree with all of the booking and cancellation terms and conditions. If you have been requested to pay in advance for your treatment, if payment has not been received within 24 hours of the request, we do reserve the right to give the appointment slot to another client, this will be communicated with you via text message and/or email. Your appointment is classed as 'booked' in the Waseley Wellbeing diary unless either parties have clearly communicated a cancellation.

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You will receive a text message and/or email upon booking your appointment, this will advise you on how to pay in advance for your treatment if required.

When you provide your contact details to Waseley Wellbeing, you are also consenting for your data to be put onto Fresha - Fresha is the booking and scheduling software used by Waseley Wellbeing for new client bookings. You may receive important information about your appointment both from Waseley Wellbeing and from Fresha. For full terms and conditions please read the client information document on this page. If you have any questions about this policy or do not wish for your details to be put onto Fresha please do not hesitate to get in touch.

Payments and deposits for treatments can be received in cash, via bank transfer, PayPal, by card or the Fresha app - please note that card payments will incur a £1.50 transaction fee.

#### HOLISTIC THERAPY:

Holistic therapies can provide you with a lovely feeling of relaxation, which may help to enhance your overall well-being. Holistic treatments are wonderful as they may bring comfort and calm into your body and mind which may help to release emotional blockages, stress, and tension.

I am trained to work holistically, which means that I aim to encompass each element of you, mind, body, and spirit. With this mindset, I will work alongside you and concentrate on tailoring an individual treatment plan for you, based upon you and your requirements.

Here are some of the physical and psychological benefits that you may receive from receiving holistic treatments.

- Stress reduction
- Encouraged lymphatic drainage
- Improved skin condition
- Improved circulation
- Aided concentration
- Assisted mobility
- Cleansed toxins
- Pain relief
- Increased blood to the skin
- Improved mental wellbeing
- Increased blood to muscles
- Emotional releases
- Encouraged recovery and repair within muscles
- Relaxation
- Released adhesions within muscles
- Released endorphins
- Balanced energy
- Improved posture

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- Heightened awareness

Please be advised that I highly recommend that you consult with your GP/Healthcare provider before receiving holistic treatments, particularly if you have any existing health conditions that could be exacerbated by receiving treatments.

#### CONSULTATION:

I will carry out a full consultation with you to ensure that the treatment plan that we agree upon is tailored to you and your specific needs. The consultation form will be sent to you electronically prior to your appointment, you do need to set up a Fresha account in order to complete this document. Or we can complete a paper consultation when I arrive if preferred.

We will discuss your medical conditions and hopes/requirements for your treatment in detail before I begin your treatment. If you are unable to complete the electronic consultation document, I will bring the paper version to your appointment, and we will complete it face to face.

Please note that it is preferable that you complete the electronic document as here at Waseley Wellbeing I am doing what I can to protect the planet and to reduce our carbon footprint. Thank you for your understanding. Your consultation is an opportunity for you to discuss any issues you may be experiencing, physically, mentally and/or emotionally, it is also an opportunity to ask any questions about your treatment and to discuss what outcome you are hoping for.

Please note that if you have any medical conditions, it is advisable that you seek advice from your healthcare provider prior to receiving any holistic therapies.

#### POTENTIAL SIDE EFFECTS:

As holistic treatments are stimulating the body's autoimmune response via the lymphatic and circulatory systems you may experience a reaction to the treatment known as a contra-action. This is a positive sign as it means that the body has responded well to the treatment and is cleansing itself of toxins. These side effects usually disappear after 12-24 hours and reduce in intensity as more treatments are carried out.

With all treatments there are potential associated risks. Whilst these may occur, they are extremely rare: however you should have an awareness of these before you undertake any treatment.

It is my duty to inform you of the potential risks of massage, however these outcomes are very unlikely. The thorough consultation process and high level of professional training is in place to reduce the risk of the noted potential severe reactions, and to ensure that I have the appropriate knowledge to treat you as safely as I can.

If you have any questions about the consultation process or if you would like to speak to me about your pre-existing conditions/safety to receive holistic therapy before booking an appointment, please do not hesitate to get in touch.

Please do keep us updated if there are any changes to your health in between your treatments – this includes – but is not limited to: allergies, injuries, illnesses, any new conditions, any changes to existing conditions, operations, pregnancy, changes to prescription medication. We may then request that you gain medical consent before we are able to see you.

Please note that if you have unmedicated high blood pressure, have recently had a heart attack, stroke, blood clots (DVTs) or pulmonary embolism, I can not legally treat you at this time due to the high risk of experiencing potentially serious side effects from massage.

Details of both the possible side effects and the potential associated risks are noted below for your reference;

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### POTENTIAL SIDE EFFECTS - COMMON

- Nausea
- Headaches
- Soreness/Aching Muscles
- Skin Outbreaks
- Feeling emotional
- Tiredness and/or Fatigue
- Frequent trips to the toilet
- Change in body temperature
- Runny nose, cold like symptoms

### POTENTIAL RISKS – EXTREMELY RARE

- Pain sensitivity – you may experience some aching after your treatment. In some rare cases, you may also experience pinched/trapped nerves due to the muscle tissues compressing the nerve, although massage usually assists with this rather than causes it. If you do experience severe pain post treatment, please contact your GP. Please communicate throughout the treatment and if the pressure needs to be adapted, please tell me.
- Bruising or Lesions – this is more likely if you are on blood thinning medication such as warfarin.
- Bone Fractures – these are incredibly rare, but possible in the case where Osteoporosis/Brittle bone conditions are present.
- Blood Clots – this is rare but if DVT or other pre-existing circulatory conditions are present I will require medical consent before I am able to treat you.
- Infectious Conditions – please note that I follow strict hygiene protocols to help to reduce the risk of spreading infectious conditions, including viral diseases such as Covid-19.
- Temporary Nerve Damage – this is extremely rare and may be caused by inexperienced therapists working incorrectly and directly on spinal areas. Please note that I am professionally trained, and I have undergone advanced training in Anatomy, Physiology and Pathology which reduces the risk of me treating your body incorrectly.
- Inflammation of existing health conditions – it is really important that I know about your existing health conditions so that I am able to treat you correctly according to your condition. I may have to obtain medical consent from your healthcare provider prior to treatment to ensure that it is safe to treat you if certain medical conditions are present.

### AFTERCARE:

The best way to ensure that you get the best out of your treatment is to follow any after care advice that is provided to you. There is general advice that is recommended after every treatment detailed below and you may be given specific tailored advice depending on your requirements.

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I highly recommend that you [drink plenty of water](#) after your treatment and over the following days post treatment, this is vital to assist your body with flushing out toxins and to keep your body hydrated.

It is best to avoid heavy foods, avoid caffeine or any stimulating drinks, avoid alcohol and get plenty of rest following your treatment. It is always best to take your time before you drive after a holistic treatment as you may feel a bit sleepy and (hopefully) very relaxed. If you have any concerns or questions following your treatment, please do give me a call. However if you are feeling unwell or if the symptoms are severe or persist, please do seek medical advice.

I strongly advise that my clients carry out regular stretches depending on the areas that are most tight in the body. Regular stretching can really help the muscles to strengthen, lengthen and relax. Yoga and Pilates are wonderful for both the body and mind. I can help to point you in the right direction if you are interested in trying these activities either at home or in a class environment. Meditation and mindfulness are also wonderful techniques for relieving stress, anxiety and tension. If I feel there are particular stretches that may be beneficial to you, I will advise you of these after your treatment.

I do hope that your treatment brings you some well-deserved rest and relaxation.

If you have any questions at all, please do not hesitate to get in touch.

I'm looking forward to seeing you soon.

Best wishes,

Michelle

Michelle Payne  
Holistic Health Practitioner  
FHT MTI CNHC VTCT

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