

Terms and Conditions – Vocal Massage Treatment Services (UK) - Restore Voice Coaching

1. Definitions

- “Practitioner” refers to *Restore voice coaching*.
- “Client” refers to any individual receiving treatment.
- “Services” refers to vocal massage treatment and any associated advice or aftercare.

2. Nature of Services

2.1 The Services provided are complementary and supportive in nature, intended to promote vocal health and muscular relaxation.

2.2 The Services do not constitute medical advice, diagnosis, or treatment.

2.3 Clients are advised to consult a qualified medical professional where appropriate.

3. Client Obligations

3.1 The Client must provide accurate and complete information regarding their medical history, including any conditions affecting the throat, neck, jaw, or respiratory system.

3.2 The Client shall inform the Practitioner of any changes to their health status prior to each session.

3.3 The Client agrees to follow any reasonable pre- and post-treatment guidance provided.

4. Contraindications and Right to Refuse Treatment

4.1 The Practitioner reserves the right to refuse or discontinue treatment where it is considered unsafe or inappropriate.

4.2 This includes, but is not limited to:

- Recent surgery involving the neck or throat

- Active infections (including colds, flu, or throat infections)
- Undiagnosed pain or medical conditions
- Any condition deemed a contraindication to treatment

4.3 In such cases, the Client may be advised to seek medical clearance prior to resuming Services.

5. Consent

5.1 By booking and attending an appointment, the Client provides informed consent to receive the Services.

5.2 The Client may withdraw consent at any time, including during the session.

5.3 The Practitioner will obtain verbal confirmation of consent prior to commencing treatment.

6. Appointments, Cancellations and Refunds

6.1 Appointments must be booked in advance.

6.2 A minimum of **[24 hours] notice** is required for cancellations or rescheduling.

6.3 Failure to provide sufficient notice may result in a cancellation fee of 100% of the treatment cost.

6.4 Non-attendance (“no-shows”) may be charged in full.

6.5 Refunds are not provided for completed Services, except where required under applicable consumer protection legislation, including the **Consumer Rights Act 2015**.

7. Fees and Payment

7.1 All fees are payable in advance, or no later than the time of the appointment, unless otherwise agreed.

7.2 The Practitioner reserves the right to amend fees with reasonable notice.

7.3 Accepted payment methods will be specified at the time of booking.

8. Limitation of Liability

8.1 Nothing in these Terms shall limit or exclude liability for:

- Death or personal injury caused by negligence
- Fraud or fraudulent misrepresentation
- Any liability which cannot be excluded under English law

8.2 Subject to clause 8.1, the Practitioner shall not be liable for:

- Any indirect or consequential loss
- Any condition arising from undisclosed or inaccurate medical information provided by the Client

8.3 The Client acknowledges that the Services are provided at their own risk.

9. Confidentiality and Data Protection

9.1 All personal data will be processed in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

9.2 Client information will be collected solely for the purpose of delivering safe and effective Services.

9.3 Personal data will not be shared with third parties without consent, unless required by law.

9.4 Clients have the right to request access to their personal data and request correction where necessary.

10. Professional Conduct

10.1 The Practitioner maintains strict professional boundaries at all times.

10.2 Any inappropriate behaviour by the Client may result in immediate termination of the session without refund.

11. Aftercare

11.1 The Practitioner may provide aftercare advice following treatment.

11.2 The Client is responsible for following such advice.

11.3 No liability is accepted for outcomes where aftercare guidance is not followed.

12. Amendments to Terms

12.1 The Practitioner reserves the right to amend these Terms and Conditions at any time.

12.2 Updated Terms will be made available prior to future bookings.

13. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of **England and Wales**. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.