

TERMS & CONDITIONS

Ingham Sports & Wellness

Last updated: 14/11/2025

1. Introduction

These Terms & Conditions outline the rules for using our website and booking services. By making a booking or using our website, you accept these terms.

2. Services Provided

Ingham Sports & Wellness offers:

- Sports massage
- Soft tissue therapy
- Kinesiology taping
- Home visits
- Club/tournament services
- Exercise & wellness advice

Services are carried out by a trained and insured professional.

3. Booking Policy

- Bookings can be made online, via email, or by phone.
 - You must be 18+ to book, unless accompanied by a parent/guardian.
 - All information provided must be accurate and up to date.
-

4. Health Conditions & Consent

You must disclose all relevant health and injury information prior to treatment.

By attending your appointment, you confirm that:

- You are fit to receive treatment
- You understand massage may involve hands-on assessment and therapy
- You give consent for treatment

We reserve the right to refuse treatment if it is not safe or appropriate.

5. Cancellation Policy

- Cancellations within **24 hours** may incur a charge of up to **100%** of the appointment fee.
 - No-shows may be charged in full.
 - Persistent cancellations may result in refusal of future bookings.
-

6. Payment

Payment is required before the appointment.

We accept:

- Online payment (via third-party provider)
-

7. Home Visits

- Must be within service area (5 miles of Diss included; additional travel at agreed cost).
 - A safe and appropriate treatment space must be provided.
-

8. Liability

We are not responsible for:

- Any aggravation of undisclosed injuries
- Failure to follow aftercare advice
- Loss of personal items during sessions
- Issues arising from inaccurate or incomplete information provided by you

We maintain full professional indemnity and public liability insurance.

9. Refunds

Refunds will only be issued at our discretion for legitimate circumstances.

10. Website Use

You agree not to:

- Copy or misuse website content
- Attempt to breach website security
- Harass or abuse staff through contact forms or social platforms

11. Changes to Terms

We may update these Terms & Conditions at any time.

Changes will be posted on our website with an updated revision date.

12. Contact

For questions about these Terms:

 Kieran@Inghamsportswellness.co.uk

 www.inghamportswellness.co.uk