ENFOLDING TOUCH

Yoga and Massage Therapy

Terms and Conditions

Massage Therapy Services

Therapist: Zuzana Brnova

Last updated: 14 October 2026

1. Introduction

These Terms and Conditions apply to massage therapy services provided under the trading name **Enfolding Touch Yoga and Massage Therapy** by therapist **Zuzana Brnova** (referred to as “I”, “me” or “the Practitioner”).

By booking a treatment, you agree to these Terms and Conditions, which are intended to support a safe, respectful and professional experience for both the client and the Practitioner.

Please read these Terms and Conditions before your appointment. If you have questions or require clarification, please contact me before booking or attending your treatment. These Terms and Conditions do not affect any statutory rights you may have as a consumer.

2. Booking and Confirmation

Appointments must be arranged in advance through one of the following channels:

- Website contact form
  - Email: enfoldingtouchtherapies@gmail.com
  - Telephone or WhatsApp: 07490 117 837

A booking is confirmed once the appointment details have been agreed and the required payment has been received.

Please ensure that you provide accurate contact information and notify me promptly of any changes that may affect your appointment.

I reserve the right to decline a booking where I have reasonable grounds to believe that I cannot safely or appropriately provide the requested treatment.

3. Payment

Full payment is required at least 24 hours before the scheduled appointment to confirm the booking, unless an alternative arrangement has been expressly agreed.

Payment may be made by bank transfer or through a secure payment link, including Stripe or the applicable booking platform.

All applicable treatment prices and charges will be communicated before the booking is confirmed.

Where a payment or booking platform charges a fee, any deduction from a refund will be considered in accordance with applicable consumer law and the circumstances of the cancellation. No charge will be imposed where it is not legally permitted.

If payment has not been received by the agreed deadline, I may contact you to arrange payment or release the appointment, giving reasonable notice where practicable.

4. Cancellations, Rescheduling, Late Arrivals and No-Shows

Cancellations and rescheduling with at least 24 hours' notice. Please provide at least 24 hours' notice if you need to cancel or reschedule your appointment. Where sufficient notice is provided, you may request a rescheduled appointment or a refund of your payment, subject to any applicable statutory rights and the circumstances of the booking.

Late cancellations — less than 24 hours' notice. If you cancel or request to reschedule an appointment with less than 24 hours' notice, payments already made will normally be non-refundable.

Missed appointments and no-shows. If you fail to attend your appointment without giving prior notice, the appointment will be treated as a no-show. Payments already made for a missed appointment will normally be non-refundable.

Exceptions at the Practitioner's discretion. I understand that genuine emergencies and unforeseen circumstances can occur. At my discretion, I may consider offering a refund or allowing the payment to be transferred to a rescheduled appointment. Any exception will be considered on an individual basis and will not create an automatic entitlement to the same exception in future cases.

These provisions are subject to any statutory cancellation or refund rights that apply to your booking. Nothing in this policy excludes or restricts rights that cannot lawfully be excluded.

Late arrival. Please arrive at your scheduled appointment time. If you arrive late, your treatment may need to be shortened to avoid delaying subsequent clients. The full appointment fee will normally remain payable because the time was reserved for you.

If your late arrival means that a safe and appropriate treatment cannot be provided, I may offer an alternative appointment where practicable. Any payment or refund will be considered fairly in the circumstances and in accordance with applicable law.

5. Practitioner Cancellation or Changes

If I need to cancel or reschedule your appointment, I will notify you as soon as reasonably possible and offer an alternative appointment or a refund of any payment for the treatment that cannot be provided.

I will not charge you for a treatment that I cancel and do not provide.

If I become unwell or an unexpected circumstance affects my ability to provide a safe and professional treatment, I may postpone the appointment.

6. Refund Policy

Payments for appointments cancelled with less than 24 hours' notice, or for appointments missed without notice, are normally non-refundable.

However, I reserve the discretion to offer a refund or rescheduling in exceptional circumstances, taking account of the individual situation.

For cancellations made with at least 24 hours' notice, refund or rescheduling requests will be considered in accordance with the cancellation policy and any applicable statutory rights.

If I cancel an appointment and cannot provide the agreed treatment, I will offer an appropriate refund for the service not provided or an alternative appointment.

If a treatment cannot be provided, is interrupted or does not meet the requirements of applicable consumer law, any refund or other remedy will be considered in accordance with your statutory rights.

Refunds will normally be returned using the original payment method where practicable. No unlawful or unfair deduction will be made for payment processing fees.

Nothing in this policy affects any statutory right to cancel, receive a refund or obtain another remedy under applicable law.

7. Health Screening and Consultation

Your safety and wellbeing are important to me. New clients must complete a health consultation before their first treatment. Existing clients must notify me of any significant changes to their health, medication, injuries or other relevant circumstances before each appointment.

Please disclose relevant information, including, where applicable:

- Medical conditions, injuries, recent operations or ongoing treatment.
  - Allergies, skin sensitivities or reactions to oils and products.
  - Medication that may affect the suitability of massage.
  - Pregnancy or recent childbirth, where relevant to treatment suitability.
  - Any other condition or concern that may affect your comfort or safety.

This list is not exhaustive. If you are uncertain whether something is relevant, please discuss it with me before your appointment.

I may ask further questions or request that you seek advice from an appropriate healthcare professional before proceeding. I may adapt, postpone or decline a treatment if I reasonably consider it unsuitable or unsafe.

You are responsible for providing accurate information to the best of your knowledge and for informing me of relevant changes. I will use the information you provide to help assess the suitability of treatment, but I cannot guarantee that massage is appropriate in every circumstance.

8. Informed Consent and Treatment Preferences

Before treatment begins, I will explain the proposed treatment and give you the opportunity to discuss your preferences, concerns and any areas you do not wish to have treated.

Your consent must be voluntary and informed. You may ask questions, decline a technique, request a change in pressure or positioning, or withdraw your consent at any time.

You may ask me to pause or stop the treatment at any point, without needing to provide a reason.

Consent to a treatment does not mean that you consent to every technique or area of the body being treated. Any significant change to the agreed treatment will be discussed with you first.

Payment, booking confirmation or completion of a consultation form does not replace your consent to the actual treatment.

9. Nature and Limitations of Massage Therapy

Massage therapy is provided to support relaxation, comfort and wellbeing within the scope of my training, qualifications and professional competence.

Massage is not a substitute for medical diagnosis, medical advice or treatment provided by a suitably qualified healthcare professional. I do not guarantee a particular result, and individual responses to massage may vary.

Massage may occasionally be followed by temporary tenderness, sensitivity, fatigue or other discomfort. If you experience unusual, severe or persistent symptoms, you should seek appropriate medical advice.

Please tell me immediately if you experience discomfort, pain, dizziness, anxiety or any other concern during a treatment.

I will work within my professional competence and refer you to an appropriate healthcare professional where a concern falls outside my scope of practice.

10. Professional Boundaries, Privacy and Draping

All massage treatments are professional and non-sexual.

Appropriate draping and coverage will be maintained throughout the treatment. Only the area being treated will be uncovered as necessary, with your comfort, dignity and privacy respected.

Areas to be treated will be discussed and agreed with you. You may decline treatment to any area at any time.

Intimate areas will not be touched as part of a standard massage treatment. Any treatment involving sensitive areas must fall within the agreed service, my professional scope and applicable professional standards, and requires specific informed consent where appropriate.

I reserve the right to refuse or immediately stop a treatment if a client behaves in a sexually inappropriate, threatening, abusive or otherwise unsafe manner.

If a treatment is stopped because of inappropriate conduct, any payment or refund will be considered fairly in light of the circumstances and applicable law.

11. Practitioner Rights and Refusal of Treatment

I reserve the right to decline, adapt, postpone or discontinue a treatment where:

- A disclosed or observed condition makes massage inappropriate or potentially unsafe.
- There is a concern that requires medical assessment before treatment can proceed.
- The client has not provided sufficient information to assess treatment suitability.
- The client behaves in a threatening, abusive, harassing or sexually inappropriate manner.
- The treatment requested falls outside my qualifications, competence, professional boundaries or insurance cover.
- An emergency or other unforeseen circumstance makes it inappropriate to continue.

Where appropriate, I will explain the reason for my decision and discuss possible next steps.

Any payment or refund will be handled fairly, taking account of whether the treatment has begun, the reason it was stopped and any applicable legal rights.

12. Client Responsibilities

By attending an appointment, you agree to:

- Provide accurate and relevant health information.
- Inform me of changes that may affect your treatment.
- Follow reasonable safety instructions.
- Communicate your comfort levels and treatment preferences.
- Treat the Practitioner and the treatment environment with respect.
- Inform me promptly if you feel unwell or experience discomfort.

If you are concerned about whether massage is appropriate for you, please discuss this before your appointment and seek medical advice where necessary.

13. Confidentiality and Data Protection

Information you share during consultation and treatment will be handled respectfully and confidentially, subject to applicable legal obligations and circumstances in which disclosure is necessary or permitted by law.

Personal information, including health information, will be collected and used only for appropriate purposes connected with booking administration, assessing treatment suitability, providing services, maintaining relevant records and meeting legal or professional obligations.

Health information receives additional protection under UK data protection law. The legal basis and additional condition relied upon for processing this information, together with details about retention, security and your rights, will be explained in the separate Privacy Notice.

Information will not be shared unnecessarily. Where disclosure is required by law or necessary in a genuine emergency, only appropriate information will be shared where practicable.

Please refer to the Privacy Notice for further information about accessing your personal information, requesting correction or deletion where applicable, and raising a data protection concern.

14. Complaints and Concerns

I aim to provide a respectful, safe and professional service. If you are dissatisfied with any aspect of your treatment, please contact me at enfoldingtouchtherapies@gmail.com or on 07490 117 837.

I will consider your concerns carefully and aim to respond within a reasonable time. Where appropriate, I may ask for further information to understand what happened and how the matter can be addressed.

Nothing in this section prevents you from exercising any statutory rights or contacting a relevant professional association, insurer or appropriate regulatory or advisory body.

15. Emergencies and Unexpected Events

If you become unwell or experience an unexpected reaction during treatment, I may pause or stop the session and take reasonable steps to protect your safety, including seeking emergency assistance where necessary.

If circumstances outside my reasonable control prevent an appointment from taking place, I will contact you as soon as reasonably practicable to discuss rescheduling or an appropriate refund.

16. Changes to These Terms

These Terms and Conditions may be updated periodically to reflect changes in services, business procedures or applicable law.

The version applicable to your booking will be made available before you agree to the booking. Any material changes will be communicated appropriately.

Changes will not retrospectively remove rights that you have already acquired under a confirmed booking or applicable law.

17. Governing Law

These Terms and Conditions are intended to be governed by the law of England and Wales, subject to any mandatory consumer protection provisions that apply.

Nothing in these Terms and Conditions limits any rights you may have under applicable law.

18. Contact Details

Trading name: Enfolding Touch Yoga and Massage Therapy
Therapist: Zuzana Brnova
Email: enfoldingtouchtherapies@gmail.com
Telephone / WhatsApp: 07490 117 837
Address: Moorcroft Cottage, Stretton Grandison, Ledbury, HR8 2TP

For questions about bookings, treatment suitability or these Terms and Conditions, please contact me using the details above.

Thank you for choosing Enfolding Touch Yoga and Massage Therapy. I appreciate the trust you place in me and am committed to providing a respectful, professional and caring experience.