

The below information must be followed and respected by the client, therapist and others in relation to EJ Sports Injury Clinic (EJSIC).

## Code of Conduct

The client, therapist and any other parties involved should refrain from showing any antisocial behaviour including physical, emotional, or verbal abuse. Any negative behaviour including disruption aimed towards the therapist will not be tolerated and the therapist reserves the right to refuse future treatments to that client. The therapist will apply their best efforts and knowledge into the recovery and improvement of the client's injury/problem, and the client will take full responsibility of any side effects that arise after their treatment.

Common side effects resulting from sports massage can include temporary discomfort, tenderness, muscle aches/fatigue, sensitivity to massage mediums (oils, waxes, lotions, etc), light-headedness, sinus congestion, visible bruising and/or swelling. To reach the best outcome from treatment the client should follow aftercare advice given by the therapist, however if aftercare causes worsening of the client's condition, they are not required to continue.

## Massage Mediums, e.g. waxes, oils, etc.

All products used by EJSIC are tested and approved by the supplier before they are purchased, and precautions are taken by EJSIC in case of the client's allergies, which should be stated in the initial consent form.

## Confidentiality

EJSIC requires all clients to sign their consent on a hard copy case history form in their initial session. If the client wishes to stop the treatment at any time, it can stop immediately on request. All hard copies are stored securely, and confidential information is not shared with anyone other than EJSIC and the client. The client should declare all accurate and correct information, however, if information about the client changes, they should inform the therapist as soon as possible. If EJSIC has concerns about the client's condition, they will encourage the client to seek assistance. In the event of an emergency in terms of the client's health, EJSIC will take appropriate measures by calling 999, 111 and/or the client's emergency contact (required in the initial form). The therapist will only take images during treatment if the client gives verbal consent and further consent for posting images on social media/website.

## Age Restrictions

Clients who are under the age of 18 years must be accompanied by a Parent/Guardian during treatment. To ensure full consent is given, EJSIC requires the Client and Parent/Guardian to sign the case history form in the initial appointment. All appointments should be arranged through the Parent/Guardian and not the underaged client.

## Appointment Timings

When arranging an appointment, the therapist works on a first-come, first-serve basis. All first-time clients must book a 60- or 90-min session to allow time for consultation, assessment, and treatment. If the client wishes to extend a session longer than the arranged time, EJSIC may reject the request due to time allocated to travel for other appointments. The appointment begins from the moment the therapist arrives at the appointment destination, so any time spent unfocused on treatment once started is the client's responsibility. Equipment set up is included in the appointment time.

If an appointment is interrupted for the purpose of an emergency, the client will only be charged for the treatment time they have already received. If EJSIC is late for an appointment by

15mins or more, the client will only be charged for the remaining time, unless the session can be extended, and the client will be charged as normal.

It is the client's responsibility to be present at the allocated destination for treatment at the correct appointment date/time. If the client is absent, EJSIC will contact them allowing 15 mins to respond. If no response is received EJSIC will treat the appointment as an unnotified cancellation (no show) and charge 100% of the session price. Any future sessions should be paid upfront.

### Vouchers, Discounts, Loyalty Cards & exclusive offers

Exclusive offers will be advertised on social media (Instagram & Facebook) and run from 00:00am BST on the start date until 23:59pm BST on the end date.

A paper or email copy of a voucher will be given on receipt of payment which should be completed on request of a voucher. Expiry dates for vouchers will be noted but it is the client's responsibility to book an appointment within that time.

EJSIC loyalty cards should be presented to the therapist in appointments to obtain stamps, and once a free massage is used the client must exchange their full card for a blank one. Clients do not have to use their free massage immediately and can have more than one active card. If a client loses a loyalty card the free massage can be used only if the therapist's record of appointments matches the clients. If the card is found, a claimed 'freebie' cannot be used again. Free massages cannot be used in treatment with another person. Any fraudulent activity regarding the stamps or possession of cards will be corrected once identified. Cancelled appointments cannot be credited as a massage on loyalty cards.

### Equipment, Damage & Pets

Substantial damage to the therapist's equipment made by the client, or their associates, will not be tolerated and clients will be charged for replacements. Damage sustained by pets/dogs will not be tolerated and the therapist has the right to leave if they feel they are in danger. Pets at home should be kept in a separate area to treatment unless behaviour is non-disruptive. Accidental damage caused by the therapist does not hold the therapist responsible, but an official apology should be given where appropriate.

### Cancellation policy

Cancellations must be made the day before an appointment with EJ Sports Injury Clinic (*inclusively until 23:59pm BST*).

Cancelled/postponed appointments made on the same day as the treatment (*00:00am BST*) will result in a cancellation fee of 50% of the total session price. This should be paid by BACS as soon as possible within 7 days from cancellation. Bank details will be sent to clients on receipt of cancellation request. Failure to make payment within 7 days will lead to refusal of future treatments. To recover from refusal of treatments, the client must pay the cancellation fee and additionally pay the cost of the next session upfront.



Emily Gerrish  
Owner of EJ Sports Injury Clinic