



MuscleManagement

SPORTS MASSAGE THERAPY

POLICIES

The following policies have been implemented to ensure an excellent and efficient service for all Muscle Management's clients as well as consideration of our time. This will guarantee that continued professionalism and ethical conduct of our practice is maintained at all times.

Payment Terms

Prices vary according to the duration of the treatment as described on the website. Full payment is due upon completion of the sports massage. Accepted payment methods are either in cash (for the first session) or via EFT. Should payments be made via EFT, proof of payment needs to be emailed to Illana Justus (illana@musclemanagement.co.za) before the scheduled session. No further treatments will be scheduled until the previous session has been paid for.

Late Appointments

All clients are to arrive at least 5 minutes prior to the session. This will provide sufficient time to complete the necessary client forms and prepare for the Sports Massage. If the client arrives late, the session will still end at the time scheduled to accommodate subsequent appointments. The client will however remain liable for the full payment of the session.

Cancellations

Notice to cancel an appointment should be done as soon as possible. However, should an appointment be cancelled within 24 hours of the scheduled time, the full cost of the session will be charged.

Inappropriate Conduct

Any illicit or sexually suggestive comments or advances will not be tolerated. This will result in immediate termination of the session. The client will remain liable for full payment of the session.

Minors

Clients under the age of 18 need to have their client forms signed by a parent/legal guardian. For any client under the age of 16, a parent/legal guardian is required to be present during the course of the session.

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HangTime Gym, Sunrise Park, Sunrise Circle, Prestige Drive, Pinelands 7405 | www.musclemanagement.co.za
084 958 1234 | illana@musclemanagement.co.za



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Client Referral

Word-of-mouth referrals are one of the highest compliments for a company to receive. We therefore encourage our existing clients to talk to their friends, family and colleagues about the service that Muscle Management has to offer. Effective 01 March 2016, all our existing clients will receive a free sports massage for every new client they refer. Here are the guidelines:

1. Clients are eligible for a referral award only when they are an existing Muscle Management client and they refer new clients.
2. If the referred client is scheduled for a booking, the existing client will receive a referral award for a free Sports Massage of the same duration after the new client's booking has passed.
3. Only one referral award can be given per client. If a client is referred by more than one existing client, the first referral received will be the one rewarded.

If you have any questions about our policies, please contact illana@musclemanagement.co.za

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