



General terms and conditions of Relax-therapy Health is Wealth Packages and Monthly Subscription

1. Introduction

1.1 These terms and conditions are the terms and conditions which apply to Relax-therapy Health is Wealth Packages (Refill Upfront, Recharge, Refill Gold) and Monthly Subscription (Refill 60 and Refill 90).

1.2 The Health is Wealth Packages are schemes to provide preventative treatments over an eight week period (Little Bundle of Joy), a twelve weeks period (Refill Upfront, Recharge Package, The Wish Baby on the Way), twenty-four weeks period (Refill Gold) or over a sixteen weeks period (Refill 60 or Refill 90).

1.3 The Packages can only be taken out via website (www.relax-therapy.com) or in person with prepayment only.

2. Commencement, Duration, Grace period & Exclusions

2.1 By purchasing packages, clients are committing to a minimum membership period of eight weeks (Little Bundle of Joy), sixteen weeks (Refill 60 or Refill 90), twelve weeks (Refill Upfront, Recharge, The Wish, Baby on the Way) and twenty-four weeks (Refill Gold).

2.2 Package clients have a 30-day grace period from the date they paid their package to start the treatments. If clients do not have the first treatment within the grace period, their payment forfeit and non-refundable.

2.3 Please ensure you make use of the package and visit Relax-therapy for your allocated appointments within the specified plan period.

2.4 Packages

2.4.1. Refill 60: one 60-minute treatment per month per person. Month starts at the day of payment (e.g., paid on 16th January means your month is from 16th January to 15th February and so on). Minimum period of four months. You must give a written notice 30 days before you wish to cancel.

2.4.2. Refill 90: one 90-minute treatment per month per person. Month starts at the day of payment (e.g., paid on 16th January means your month is from 16th January to 15th February and so on). Minimum period of four months. You must give a written notice 30 days before you wish to cancel.

2.4.3. Refill Upfront: three 60-minute treatments per person in a twelve-week period. Twelve weeks start of the date of the first treatment. After a twelve-week period any pending treatment forfeits and is non-refundable.



2.4.4. Recharge: six 60-minute treatments plus a 15-minute additional treatment per person in a twelve-week period. Twelve weeks start of the date of the first treatment. After a twelve-week period any pending treatment will be forfeit and non-refundable.

2.4.5. Refill Gold: eight 60-minute treatments or six 90-minute treatments per person or per two people in a twenty-four-week period. Twenty-four weeks start of the date of the first treatment. After a twenty-four weeks period any pending treatment will be forfeit and non-refundable.

2.4.6. The Wish: six 60-minute treatment per person or per two people to help conceive in a twelve weeks period. Twelve weeks start of the date of the first treatment. After a twelve-week period any pending treatment will be forfeit and non-refundable.

2.4.7. Baby on the Way: three 60-minute treatments per person in a twelve weeks period. Twelve weeks start of the date of the first treatment. After a twelve-week period any pending treatment will be forfeit and non-refundable.

2.4.8: Little bundle of Joy: a four-week Baby Massage & reflex course plus two 60 minute treatments for parents/caregivers in an eight week period. Eight weeks start to the date of the first treatment. After an eight-week period any pending treatment will be forfeit and non-refundable.

2.5 Package clients may not be able to book appointments if there is a balance outstanding on the account. This will need to be settled before appointments can be booked.

2.6 Package clients who fail to attend an appointment or cancel appointments at short notice may lose the corresponding session, in accordance with our cancellation policy (48 hours prior appointment).

2.7. Exclusion: package clients may be excluded to book sessions on certain periods of the year such as Valentine's Day, Mother's Day, Father's Day and Christmas period. Dates are updated on the website.

2.8. Duration: a Month, eight weeks, twelve weeks and twenty four weeks duration includes any holidays for both parties, public holidays, charity events, sickness, isolation, hospital stay, authorities strikes, annual leaves. Please inform the therapist in writing if any major life changes happen e.g. death, life changing accident, pregnancy.

3. Renewals and alterations

3.1 Refill 60 and Refill 90 : Following the initial 4 month period, the package is thereafter automatically renewed on an ongoing basis. Relax-therapy will not send the client anything at renewal unless we have varied or made changes to the plan's premiums, terms and conditions or benefits.

3.2 Following the initial 4 month period, 1 month notice is required from a package client to terminate their subscription.

3.3 Relax-therapy reserves the right to vary or make changes to the plan, these terms and conditions, and the benefit levels applicable to each package.

4. Transferability of Package benefits

4.1 Appointments cannot be carried over from one month to the following month.



4.2 Package cannot be transferable to another person.

5. Third party rights

A person who is not a party to this contract has no rights under the Contracts (Right of Third Parties) Act 1999 to enforce any of these terms and conditions or the provisions of the Policy Document.

7. Governing Law These terms and conditions and the policy document shall be governed by and construed in accordance with the laws of England and Wales and will be subject to the exclusive jurisdiction of the English Courts.