**Terms and Conditions**

GENERAL CONDUCT

* All bodywork is conducted for therapeutic purposes only.
* All clients must complete a consultation form prior to treatment and will receive a brief consultation as part of their treatment to ensure treatment is safe.
* Treatments will only be conducted if therapist deems the treatment safe for the client to receive.
* Immediate termination of the session will ensue if the customer engages in illicit or sexually suggestive remarks, sexual advances, drug use, excessive drinking and/or other inappropriate behavior.
* If the session is terminated due to the customer’s inappropriate behavior, the customer is responsible for payment in full and his/her credit charge will be processed.
* NH Bodywork has the right to cancel a treatment without notice if the client appears intoxicated or inebriated.

CANCELLATION POLICY

* Cancellation is expected 24 hours in advance for all clients. Payments are non-refundable if client fails to show up for an appointment without notice. Payments are refundable if appointment is cancelled by therapist.
* If you are late, you will receive only the amount remaining of your scheduled appointment.
* NH Bodywork reserves the right to cancel or reschedule appointments based on inclement weather or unforeseen circumstances. We commit to providing treatments within two weeks of the canceled treatment where possible.

PRIVACY

* Client treatment details will not be discussed with anyone other than the client unless the client has a care worker or guardian.
* Consultations will only be discussed with the client unless the client has a care worker or guardian.
* Every client must complete a consultation form and agree to terms prior to receiving treatment.
* By signing this form, clients are giving NH Bodywork permission to hold records and data concerning the person. Only the signed consultation form will be stored along with any notes applicable to the client’s treatment.
* All consultation and treatment notes will be kept securely on file.
* Personal information will not be shared with any third party.

COMPLAINTS PROCEDURE

* If a client wishes to make a complaint, this must emailed to [nhbodyworker@gmail.com](mailto:nhbodyworker@gmail.com)
* Complaints must include the date, location of the incident, the full name of the complainant, details of the complaint and a desired outcome.
* All complaints will be taken very seriously and a response will be provided within 30 days.

I UNDERSTAND AND AGREE TO THE FOLLOWING TERMS:

Bodywork is not a substitute for a medical examination or for treatment, nor is it intended to diagnose or treat any medical conditions. Bodywork is intended to increase general feelings of health and wellbeing. I understand I am responsible for seeking the advice of a physician, chiropractor or other qualified medical specialist for any mental and/or physical ailments. I will disclose to the bodywork therapist any known physical conditions before the bodywork session. I will keep the provider(s) updated as to any changes in my health. I understand that there will be no liability on the part of NH Bodywork or the individual bodywork therapist if I fail to disclose any new or updated medical issues.

* I am at least 18 years old and I am booking an appointment for myself or someone else who is at least 18 years old. As an adult, I understand my responsibilities as well as the risks as described in the terms and conditions.
* The Martino Company LLC (NH Bodywork, D.B.A.) is not responsible for any personal injury or property loss as a result of a bodywork therapy session. In the event of a claim, please notify The Martino Company LLC at [nhbodyworker@gmail.com](mailto:nhbodyworker@gmail.com)
* The Martino Company LLC has the right to refuse service at any time without recourse.
* The Martino Company LLC reserves the right, at our sole discretion, to change, modify or otherwise alter these terms and conditions at any time. Such modifications shall become effective immediately upon being posted on the NH Bodywork website. I understand that it is my responsibility to review the terms and to keep current on them. If I disagree with the terms, I am not obligated to use the service.

Furthermore, I agree to indemnify and hold The Martino Company LLC, its officers, subsidiaries, affiliates, successors, assigns, directors, officers, agents, service providers, suppliers and employees, harmless from any claim or demand, including reasonable attorney fees and court costs, made by any third party due to or arising out of content I submit, post or make available through the service, my use of the service, my violation of the Terms and Conditions, my breach of any of the representations and warranties herein, or my violation of any rights of another. I agree to ALL of these terms and conditions, and I understand that they apply to all services performed by The Martino Company LLC (NH Bodywork, D.B.A.).