

## Terms & Conditions

### Welcome to Active Remedial Massage WA.

On this page you will find information relating to our terms and conditions, including:

- 1.Practitioner Information
- 2.Prices
- 3.Payment Process
- 4.Health Fund Rebates/HICAPS
- 5.Online Bookings
- 6.Waiver Health Intake Forms
- 7.Release Forms
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10. Package Deals
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#### 1) Practitioner Information:

Massage practitioners must have a Diploma of Remedial Massage HLT50302, hold Association Membership renewed annually, Public Liability Insurance and have Senior First Aid Certificate. To remain a member of an association (AMT-Association of Massage Therapists) continued professional education with a certain amount of points is

required each year.

## 2) Prices:

Prices are subject to change without notice. All prices are in Australian Dollars.

### PRICE LIST – REMEDIAL MASSAGE

**30 minutes.....\$55**

**45 minutes.....\$75**

**60 minutes.....\$90**

**90 minutes.....\$135**

## 3) Payment process:

**EFTPOS** and all major credit cards accepted, as well as American Express, JCB and Diners club cards. NFC Technology is available supporting Apple Pay contactless mobile payments. (No cash please).

**Stripe** is a technology company allowing payments to be made over the Internet. Stripe is used to process payments for online E-Gift Voucher and Special Deal Voucher purchases via through Active Remedial Massage WA's website. Stripe automatically handles conversions so patients can be charged instantly using their local currencies.

## 4) Health Fund Rebates/HICAPS:

**Health Fund Rebates** for remedial massage are available but may vary depending on your particular level of cover.

A receipt with a practitioner provider number will be issued via email on request after each treatment.

Unfortunately, we cannot guarantee the level of your health fund rebate or be responsible for your health fund refusing your claim. Please check with your particular health fund prior to your appointment.

You may visit <http://www.activeremedialmassage.com.au> menu section

'Rebates' page for more information on participating health funds.

**HICAPS** facility is available in the clinic. HICAPS is an electronic health claims and payments system, which offers members of participating health funds, the convenience of automatic claims processing, on the spot in the practice.

Members can still claim outside the practice by sending in a receipt with provider details to their health fund and making a claim.

### 5) Online Bookings system called 'Cliniko':

The best way to make a booking is online using the instant online scheduling system 'LIVE ONLINE BOOKINGS' button via the Active Remedial Massage WA website: <https://active-remedial-massage-wa.cliniko.com/bookings>.

The online booking system makes it super-easy to book appointments. You do not need to log in. Patients enter basic information while booking appointments and Cliniko will either create a new patient or link the appointment to an existing patient if the match is found. This system enables you to make bookings 24/7. The bookings page is linked from Active Remedial Massage WA's website and it's the only page shared with the public. New bookings are synchronised with the Cliniko appointment calendar. Everyone love's this! No username or password to remember, the easiest online booking system!

You will receive a confirmation email upon making an online booking and then email or SMS reminder (10am) one day prior to your appointment.

Patients who book an appointment on the day by telephone will receive a text message to their mobile phone number with all the information they will need in preparation to arriving for their treatment.

Online bookings are for 1 PERSON ONLY.

### 6) New and Regular Patient Digital Waiver Health Intake Forms:

Save valuable time for your appointment by filling out the digital waiver health intake form. You can specify any injuries, health conditions or any particular areas of concern. This will help obtain the best treatment plan for you enabling your particular needs to be addressed as well as met. You

can click on the waiver health intake form link once you finalise your Cliniko booking and or copy and paste the following URL into your browser and complete the form: <https://www.smartwaiver.com/v/ActiveRM/>.

You also have the option to click on the digital waiver health intake form via the menu section of the website and or fill out and sign a paper copy within the clinic by arriving 5 minutes prior to your appointment time.

Patients who have not been to the clinic in the last 12-months will also need to fill out the new health intake form.

Once you have filled out the digital waiver health intake form and signed the electronic waiver using the touch pad system you are all set for your appointment.

*If you need a signed copy of this health intake for your records you may arrange one upon request.*

#### 7) Rescheduling and Cancellation Policy:

If you do for any reason need to cancel your appointment, we request a minimum of 24-hours notice so that we can offer this appointment to another client.

A fee may be charged if a client does not show up for an appointment or if insufficient notice is given.

Please call +61 (08) 9211 1103 or send a text message to +61 (0) 423341850 if you need to reschedule.

You may also cancel your appointment/reschedule through the initial appointment reminder message. You will be able to click on a link to cancel your appointment.

***'If you need to cancel your appointment, you can do so here***

***{{Appointment.CancellationLink}}.***

#### 8) Release Forms:

Release forms are required to be filled out, signed and stamped by a physician if you have had recent surgery within 6-weeks and recently out from hospital.

Slipped disc issues and cancer patients undergoing treatment will also need these forms filled out before coming in for a treatment.

Prior to pregnancy as well as 1st, 2nd & 3rd-trimester patients will need to search for a practice specialising in pregnancy massage.

With initial/acute type injuries, please wait 48-hours before booking your appointment.

Please email [admin@activeremedialmassage.com.au](mailto:admin@activeremedialmassage.com.au) and request the relevant form you require.

## 9) Gift Vouchers and Special Deals vouchers:

***Gift Vouchers and Special Deal Vouchers have separate conditions.***

You can immediately receive a voucher to print, text and or email after purchase is made.

Voucher number must be quoted at the time of booking via through the 'Cliniko' online bookings system (notes section).

Online voucher bookings are for 1 PERSON ONLY.

The QR code (*Quick Response Code*) on the voucher can be scanned for validation and redemption once the recipient is within the clinic at the time of their appointment.

If a voucher cannot be produced at the time of an appointment, another method of payment will be required.

### ***Gift Voucher Conditions:***

Gift Vouchers for redemption at Active Remedial Massage WA may be purchased online through the menu section 'Vouchers' page.

Gift vouchers can be purchased online in various dollar amounts and or chosen from one of the voucher value options, 'Select Voucher' via the menu 'voucher' page.

Gift vouchers are valid for a 6-month period from the date of purchase, which is shown on the gift voucher; are non-refundable or redeemable for cash. Expired gift vouchers may not be honored.

***Special Deal Vouchers Conditions:***

Special Deal Vouchers are required to be used in full payments towards treatments.

Special Deals are valid from the date of purchase until the period stated on each individual voucher, which is shown on the voucher.

Expired Special Deal Vouchers may not be honored; are non-refundable or redeemable for cash.

***Physical Gift Cards:***

Bring your voucher to your appointment with all the fields filled in otherwise your voucher may not be valid. (Voucher number is important to be on the gift voucher for validation purposes).

Expired Physical Gift Cards may not be honored.

**10) Package Deals:**

Package Deals are no longer available for purchasing.

**11) Rules and Regulations:**

The clinic reserves the right to refuse services at our discretion based upon the patients conditions, practitioners skill set, patient attitude or action and or without explanation or prior notice.

The minimum age for a treatment is 18-years of age.

**12) Dress-Code:**

Smart casual/comfortable clothing. (No flip-flops, board shorts and singlet garments).

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If you have any questions that are not answered here, please feel free to e-mail Active Remedial Massage WA:  
[admin@activeremedialmassage.com.au](mailto:admin@activeremedialmassage.com.au).