

Vizor Performance & Recovery: Terms and Conditions

Please make sure that you have read and fully understand these terms and conditions before you book a treatment with us.

General Terms and Conditions:

Please be aware that all therapists at Vizor Performance & Recovery work within their individual qualifications, training and scope of practice. Our services are intended to assess and manage musculoskeletal conditions and are not a substitute for medical diagnosis or emergency medical care. Where appropriate, clients will be advised to seek further assessment from their GP or another suitable healthcare professional. It is the client's responsibility to follow any referral advice provided.

If you are in any doubt about the severity of your symptoms or our ability to help you manage them, please contact a medical professional.

Vizor Performance & Recovery reserves the right to refuse or discontinue treatment for any reason.

We reserve the right to change guidelines, terms, conditions, opening hours or pricing at any time by providing reasonable notice of such a change.

Vizor Performance & Recovery provides Sports Massage Therapy, Sports Therapy and Injury Consultation services. Depending on your individual needs, treatment may include clinical assessment, movement screening, relevant testing, soft tissue/sports massage therapy, rehabilitation exercises, education, taping, dry cupping therapy and advice to support recovery, performance and long-term injury or pain management. Treatment will always be based on the findings of your assessment and your individual goals.

Sports massage is a targeted treatment focused on relieving muscle tension, improving mobility, and supporting recovery. Through hands-on techniques and manipulation of soft tissues, this therapy is designed to address musculoskeletal issues, aid in injury prevention, and enhance physical performance and overall well-being.

Our service does not offer to or suggest we can completely resolve symptoms. As a therapist it is not possible for us to guarantee results. We take this point seriously and aim to assist our clients towards positive change.

Our treatments, home care advice and exercise plans are based on our understanding of best practice, with the goal to help manage your symptoms. As a professional therapist we try to keep up to date with the latest advancements in massage application. We will always be willing to change our treatment philosophy based on new improvements in research.

We do not offer any money back guarantee with our services. We will refer you to another practitioner if we believe your symptoms can't be managed within our scope of practice. Injury consultations are intended to assess musculoskeletal injuries and movement-related conditions within our professional scope of practice. They do not replace assessment by a doctor, consultant or other healthcare professional where this is clinically indicated.

Typically, treatments can be booked in 30, 45 and 60-minute durations. However, appointment durations vary depending on the service booked. Please refer to our online booking system for current appointment lengths.

It is normal to experience temporary muscle soreness, stiffness, tenderness, bruising or mild fatigue following assessment or treatment. These effects are usually short-lived and form part of the normal recovery process.

Where appropriate, home exercises and rehabilitation programmes may be provided to support your recovery. Clients are responsible for carrying out exercises safely, within their own tolerance and in accordance with the advice provided. If symptoms significantly worsen, exercises should be stopped and the therapist or an appropriate healthcare professional should be contacted.

We have the right to terminate a treatment immediately if the client demonstrates inappropriate behaviour.

We will not be liable for any financial loss or loss of personal possessions, as a result of, or in connection with the provision of services to you.

We will not be liable for any damage that may be caused as a result of your failure to disclose medical details that may, for example, make treatment inappropriate.

For clients under the age of 18, a parent or legal guardian must be present for the entire duration of the session. A parental consent form must also be completed and signed by the parent or carer before any treatment can take place. This will be provided via email or as a paper copy.

Payment and Cancellation/No Show Policy:

Vizor Performance & Recovery accepts payment by card online.

A booking is confirmed once the client has received email confirmation of their appointment.

Clients are asked to provide no less than 24 hour notice when cancelling or rescheduling an appointment.

All clients are required to provide their card details at the time of booking. No payment will be taken at the time of booking; however, this secures your appointment and is used for any applicable charges.

Payment can be made using an alternative debit or credit card at the time of your appointment if preferred.

Cash payments are also accepted, provided the exact amount is brought to the appointment. Please note that we do not hold a cash float within the clinic and are therefore unable to provide change.

Cancellations or changes made more than 24 hours before the appointment are free of charge.

Cancellations within 24 hours of the appointment or no-shows will be charged 100% of the service fee. This ensures that late cancellations or missed appointments are compensated for, as it is unlikely the time slot can be refilled on short notice.

If you need to adjust your booking, please do so at least 24 hours in advance to avoid being charged.

Unless there are exceptional circumstances, cancellations made within less than 24 hours until the time of your appointment will incur the full fee charge.

If you are late to an appointment, it will result in a shorter session and the full fee will be payable.

Vizor Performance & Recovery has the right to cancel if the therapist is taken ill. A full refund will be paid in the event of cancellation by Vizor Performance & Recovery.

Health, Safety and Hygiene

Prospective clients will be required to complete a consultation form prior to initial visit/treatment which must be completed honestly, accurately and correctly to the best of their knowledge.

The client has a duty to inform Vizor Performance & Recovery of any changes to their health, medication, symptoms, concerns, or treatments they are having investigated or undergoing treatment for.

Clients are asked to not attend an appointment if they are unwell, suffering a cold or virus, infection or general ill health. If you are unwell please contact us to inform us of your illness, please note our cancellation policy may still apply.

Treatment will only be conducted if the therapist deems treatment safe for the client to receive and may refuse to treat any client with just and reasonable cause.

Vizor performance & Recovery reserves the right to terminate any appointment at any time if they believe that it is not safe or in the client's best interest to continue. Likewise, the client has the right to refuse, modify or terminate treatment at any time regardless of prior consent given.

During injury consultations, the assessment may include observation of posture and movement, range of motion testing, strength testing, functional testing and other clinically appropriate musculoskeletal assessments. By proceeding with treatment, the client consents to these assessments where necessary.

Dry Cupping Therapy - Suitability, Consent & Aftercare

Dry cupping therapy is a soft tissue treatment that uses suction cups applied to the skin to help reduce muscle tension, improve local circulation, and support recovery and mobility. Treatment may involve static cupping, dynamic (gliding) cupping, and/or movement-based techniques depending on clinical assessment.

Dry cupping will only be carried out following a consultation and assessment to determine suitability. Clients are required to disclose any relevant medical history prior to treatment, including (but not limited to):

- Blood clotting disorders or use of anticoagulant medication
- Skin conditions, infections, or open wounds in the treatment area

- Pregnancy
- Recent surgery or injury
- Cancer or history of cancer in the treatment area
- Severe varicose veins or fragile skin
- Any other medical condition that may affect treatment safety

By consenting to treatment, the client confirms that all medical information provided is accurate and up to date.

Dry cupping is generally considered safe when performed by a qualified practitioner, however clients must be aware of potential side effects, which may include:

- Redness or circular cupping marks on the skin (commonly lasting 3-10 days)
- Mild bruising or tenderness in treated areas
- Temporary soreness or sensitivity
- Light-headedness or fatigue in some cases

These responses are generally temporary and part of the normal physiological reaction to treatment.

Clients are advised to follow all aftercare guidance provided, which may include hydration, avoiding heat exposure (e.g. hot baths, saunas) for 24 hours, and monitoring treated areas for any unusual reactions.

Dry cupping therapy is not a diagnostic tool and is not intended to replace medical care from other healthcare professionals. As with all treatment, outcomes vary between individuals and no specific results can be guaranteed.

Insurance

Vizor Performance & Recovery holds professional indemnity insurance, details of which are available on request.

Enquiries or Complaints

If you have any enquiries or complaints, please email:

Contact@vzorperformancerecovery.com

Any complaints made must include the date and location of the incident, the full name of the complainant, details of the complaint and a desired outcome following the complaint. All complaints will be taken very seriously and a response will be provided within 14 days.

Treatment Packages

Vizor Performance & Recovery offers block booking sports massage packages at a discounted rate to provide clients with consistent care and recovery support.

- **3-Session Package:** Receive 5% off the total price of 3 sessions.
- **5-Session Package:** Receive 10% off the total price of 5 sessions.
- **10-Session Package:** Receive 15% off the total price of 10 sessions.

Packages can be used for 30, 45, or 60-minute sessions, based on client preference.

1. Packages must be paid in full at the time of purchase.
2. Pre-paid sessions are non-refundable and must be used within **6 months** from the date of purchase.
3. Packages are non-transferable and can only be used by the client who purchased them.
4. Appointment cancellations or rescheduling must adhere to our standard 24-hour notice policy; otherwise, the session will be deducted from your package.
5. Discounts only apply to the package as a whole and cannot be applied retroactively to previously purchased or single sessions.
6. Clients are responsible for scheduling their sessions within the package validity period.

By purchasing a block booking package, you agree to these terms. If you have any questions or wish to purchase a package, please contact us at: Contact@vizorperformancerecovery.com

Communication and Marketing

Client contact data may also be used for communication and business marketing purposes. Operational communication includes but is not limited to appointment reminder emails and text messages, invoices and feedback requests.

We may send newsletters, offers and discounts to clients that have signed up to the Vizor Performance & Recovery mailing list or who have indicated their wish to opt in to receiving marketing information on their initial consultation form.

Clients can unsubscribe from communication and marketing at any time by emailing Contact@vzorperformancerecovery.com with the subject header “UNSUBSCRIBE”.

Privacy Policy

All clients must complete a consultation form prior to receiving initial treatment with us. By signing the consultation form, clients are giving Vizor Performance & Recovery permission to hold records and data about them. We may collect the following personal data: full name, address, date of birth, email address, GP details, health information including medical history, diagnosis and treatment data. This is ensuring we have the right information for assessing your suitability for treatment, for completing the appropriate treatment, for contacting you regarding appointment follow-ups, and for a referral to GP or other health practitioners if deemed necessary. All information held will be treated as strictly confidential and will only be released to any other external party with the consent of the client.

We record notes about all treatment sessions. This includes subjective and objective assessments, treatment applied, responses to treatment and home care advice and exercises. Clients are agreeing to their information being kept on file, securely and confidentially and in the understanding that it shall not be passed onto or read by any third parties, unless previous consent has been sought and provided, for the purposes of referral to another health professional. Clients are agreeing to provide accurate and up to date information in regard to any changes to ongoing medical treatments as these changes may negatively affect treatment. All client records and session notes are electronic and GDPR compliant.

Data Protection Policy

“Vizor Performance & Recovery fully complies with the most up to date Data Protection Policy and has a transparent approach to Data Processing which empowers individuals to know about the collection and use of their personal data. We collect data for ensuring we have the right information for assessing your suitability to treatment, for completing the appropriate treatment, for contacting you regarding appointment follow-ups and clinic newsletters, and for a referral to a GP or other healthcare practitioner if deemed necessary. We collect only data that is relevant to those purposes, and this data will be stored for 8 years. All information held will be treated as strictly confidential and will only be released to any external parties with the consent of the client”.

Vizor Performance & Recovery is registered with the Information Commissioner's Office.

These Terms and Conditions are for the benefit of you, the client, and your treating therapist and form part of your aftercare advice.

By reading these Terms and Conditions, you understand that any treatment you undertake is done so voluntarily on the understanding that you have read and abide by the Terms and Conditions as set out above.

By booking and attending a treatment, it is taken as proof that you have read, understood and agreed to the Terms and Conditions as described.

Last Updated: 07/08/2026