

Refund Policy

At **CMP Sports Massage**, we aim to provide professional, high-quality sports massage services. This policy outlines your rights and our responsibilities under UK consumer law.

Services Provided In-Person

- Massage services are classed as **services**, not goods.
- Once a massage session has been **fully provided**, refunds are **not offered**, except where required by law.
- If you are unhappy with your treatment, please inform your therapist **during the session** so reasonable adjustments can be made where possible.

Your Statutory Rights

Under the **Consumer Rights Act 2015**, you are entitled to services that are:

- Provided with **reasonable care and skill**
- Performed within a **reasonable time**
- Charged at a **reasonable price** (where not agreed in advance)

If a service is not provided with reasonable care and skill, you may be entitled to:

- A **repeat performance** (where appropriate), or
- A **price reduction**, which may include a partial or full refund

These rights apply regardless of this policy.

Cancellations & No-Shows

- Appointments must be cancelled or rescheduled at least **24 hours** in advance.
- Cancellations made with sufficient notice will not be charged.
- Late cancellations or missed appointments may be charged **up to 100% of the treatment fee**.
- This complies with UK law as time is reserved specifically for your appointment.

Prepaid Packages

- Prepaid treatment packages are **non-refundable**, except where required by law.

Online & Distance Bookings

When booking online or by phone, the **14-day cooling-off period** under the Consumer Contracts Regulations **does not apply** to services booked for a specific date or time.

Therapist-Initiated Cancellations

- If we need to cancel your appointment, you will be offered:
 - A full refund, or
 - The option to reschedule at a convenient time

Right to Refuse or Terminate Treatment

We reserve the right to refuse or end a treatment due to inappropriate behaviour, health and safety concerns, or failure to follow company policies. In such cases, refunds will be considered at management's discretion.

Refund Processing

- Approved refunds will be processed to the original payment method within **30 working days**.

Policy Changes

This policy may be updated from time to time. The latest version will always be available on our website or at our clinic.

For any questions, please contact cmpsportsmassage@gmail.com