

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**