

Terms & Conditions

Last updated: 27/10/2026

1. About these terms

Mother Massage is a trading name of Little Therapy Space, owned and operated by Tanya James sole trader.

Address: The Little Therapy Space, 23a High Street South Olney, MK46 4AA

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These terms apply to all treatments, workshops, courses, online sessions and memberships booked through mothermassage.co.uk or through my booking system. By making a booking you confirm that you accept these terms, so please read them before you book.

I may update these terms from time to time. The version published on the website at the time of your booking is the version that applies to that booking. Members will be given notice of any changes, as set out in section 11.

2. Booking and payment

- All appointments, workshops and courses are booked through Acuity Scheduling (part of Squarespace). Availability shown in the booking system is live, and slots are allocated on a first-come, first-served basis.
- Payment is taken in full at the time of booking unless stated otherwise. Card payments are processed securely by Stripe — I do not see or store your full card details.
- You will receive a confirmation email as soon as your booking is made, followed by reminder emails before your appointment. Please check your junk

or spam folder if you do not receive confirmation, and let me know so that I can check the booking has come through.

- All times shown are UK time (GMT/BST).
- Your confirmation email contains links to reschedule or cancel your booking yourself. Please use these where possible, as they update my diary immediately. Rescheduling is subject to the notice periods set out below.
- Courses must be paid for in advance.
- Prices are as displayed at the time of booking. I am not VAT registered.

3. Cancellations by you

3.1 Massage appointments

When you book an appointment, that time is set aside for you, and missed appointments prevent me from accommodating other clients. Please understand that I only get paid when I deliver a service.

- If you notify me of your cancellation **more than 48 hours in advance**, you will be entitled to a 100% refund or to move your appointment to another available date and time.
- If you **do not show up** for your scheduled appointment and have not notified me at least 48 hours in advance, you will not be entitled to a refund. I will do my best to accommodate changes where possible, but this cannot be guaranteed.

3.2 Workshops and courses

- If you notify me of your cancellation **more than 14 days in advance**, you will be entitled to a 100% refund.
- Courses must be paid for in advance, and refunds will not be issued for missed classes.

3.3 How notice is counted

To avoid any doubt about how the 48-hour and 14-day notice periods work:

- Notice runs from the time your cancellation is received by me – by email, phone, text or through the booking system link – to the start time of your appointment, workshop or course.
- Appointments cancelled with **less than 48 hours' notice** are treated in the same way as a missed appointment: the fee is not refundable. Where my diary allows, I will offer to move your appointment as a goodwill gesture, but this cannot be guaranteed and is at my discretion.
- Workshops and courses cancelled with **less than 14 days' notice** are non-refundable. If I can fill your place, I will offer a refund or credit.
- Where a refund is due, it will be issued to the original payment method within 10 working days.
- Bookings are personal to you. If you would like to transfer your place to someone else, please ask – I will usually agree, provided the person taking your place completes a consultation form and is suitable for the session.

3.4 Emergencies

If an emergency situation arises, please let me know so that I can treat your specific situation with personal attention. I recognise that there are circumstances that are out of your control – sudden illness, family emergencies and so on – and I will do my best to make an exception to the above policies on those rare occasions.

4. Cancellations by me

I will always do my best to keep our appointment, but occasionally I may need to cancel or reschedule – for example through illness, family emergency or circumstances outside my control.

- If I cancel, you will be offered an alternative date and time or a full refund, whichever you prefer.
- Workshops and courses may be subject to minimum numbers. If a session does not go ahead for this reason, you will be offered a transfer to a future date or a full refund.
- My liability in these circumstances is limited to the amount you paid. I cannot reimburse associated costs such as travel, parking or childcare.

5. Late arrival

Your appointment time is reserved for you, and clients are booked back to back with switch-off time for me in between. If you arrive late, your treatment will still finish at the original scheduled time so that the next client is not affected, and the full fee remains payable.

Please allow time for parking and for finding the entrance, particularly on your first visit. Parking is available in the small car park behind me, in spaces 11, 13 and 14. This space is for the duration of your session only, as the next client will need it.

6. Gift vouchers, packages and block bookings

- Gift vouchers are valid for 6 months from the date of purchase and cannot be exchanged for cash.
- Vouchers and packages are non-refundable but may be transferred to another person.
- The cancellation policies above apply to appointments booked using a voucher or package. A missed appointment will use up one session.

7. Health, suitability and your consultation

- Before your first treatment or class you must complete a consultation form in full and answer honestly. Massage and exercise are not suitable for everyone, and some conditions require adaptation, GP consent, or mean that I cannot treat you at all.
- You must tell me about any changes to your health, medication or pregnancy between appointments, and at the start of each session.
- For some conditions I may ask for written consent from your GP, midwife or consultant before treating you. This is for your safety.
- I may need to adapt, shorten or decline a treatment on health and safety grounds. If this becomes apparent only when you arrive – for example because information was not disclosed on your consultation form – the full fee remains payable.
- If you are unwell, have an infectious condition, or have symptoms such as a fever, sickness or an active skin infection, please do not attend. Contact me as early as you can and I will do my best to move your appointment.
- Treatments and classes are complementary. They do not replace medical care, diagnosis or advice from your GP, midwife or other healthcare professional, and nothing I say should be taken as a medical diagnosis. Please continue to follow the advice of your healthcare team.

8. Behaviour and safety

I want everyone to feel safe and comfortable. I reserve the right to end a session immediately, without refund, and to decline future bookings, if a client behaves inappropriately or aggressively, behaves in a way that is sexually suggestive, or attends under the influence of alcohol or drugs. Any request for a service of a sexual nature will result in the appointment being terminated and reported to the police.

9. Babies and children at appointments

I completely understand that finding childcare can be difficult, especially during pregnancy and the early postnatal period. I want my services to feel welcoming and accessible to mums and their little ones wherever possible. To ensure the safety, comfort and enjoyment of everyone attending, please read the following policy.

9.1 Pregnancy and postnatal massage

Babies are welcome to attend postnatal massage appointments where appropriate, provided this has been agreed in advance. For pregnancy massage appointments, babies and children may attend only if agreed when booking.

Please be aware that:

- The parent or carer is responsible for supervising their baby or child throughout the appointment.
- I am unable to provide childcare or supervision.
- Babies may need feeding, changing, cuddling or settling during your appointment. This is fine, and we can pause your treatment when needed.
- Please bring everything your baby may need, including nappies, wipes, milk and feeding supplies, comfort items and anything to keep them settled.
- For safety reasons, babies and children must remain in a safe location and must not be placed on or near the treatment table, equipment or other potentially hazardous areas.
- If your baby or child becomes distressed or requires your full attention, your treatment may need to be paused.
- Depending on the treatment being provided, the room setup and the child's age, I may need to ask that alternative childcare arrangements are made.

Please always let me know before your appointment if you intend to bring a baby or child, so that I can confirm whether this is suitable for your treatment.

9.2 Baby massage course

Babies are warmly welcomed and are an essential part of the baby massage course.

- Please bring everything your baby may need during the session.
- There is no expectation for babies to remain settled throughout the class. Feeding, cuddling, changing, crying and taking breaks are all completely normal parts of attending with a baby.
- If your baby becomes unsettled, you are welcome to stop, comfort them and rejoin the activity when you are ready.
- For hygiene and the wellbeing of other families, please do not attend if your baby is unwell or has a contagious or infectious illness.

9.3 Postnatal exercise – Mum & Baby course

Babies are welcome and are part of the Mum & Baby postnatal exercise course. However, the parent or carer remains responsible for their baby throughout the session.

- Babies must always remain under the supervision of their parent or carer.
- Please bring any equipment your baby needs, such as a blanket, feeding supplies, nappies and comfort items.
- Babies may feed, sleep, cry, crawl or need attention during the session. Babies are unpredictable, and you are welcome to take breaks whenever needed.
- Please ensure your baby is positioned safely while you are exercising. Babies should not be placed in areas where they could be at risk from exercise equipment or another participant's movements.
- You should only take part in exercises that allow you to safely supervise your baby. If your baby requires your attention, please stop exercising and attend to them.
- I may ask you to modify or pause an exercise if I believe there is a safety concern.

9.4 When your baby or child is unwell

To help protect other mums, babies and families, please do not attend a group session if your baby or child has a contagious or infectious illness. If you or your baby are unwell, please contact me as soon as possible. Where possible, I will work with you to arrange an alternative session or appointment in accordance with my cancellation policy.

9.5 Responsibility and safety

The safety of mums, babies and children is my priority. Parents and carers always remain responsible for their child. My services are not childcare services, and I cannot accept responsibility for supervising children while you are receiving treatment or taking part in an activity.

I reserve the right to pause, modify or end an appointment or session if I believe that continuing would create a safety risk to you, your baby, your child or another participant.

Thank you for your understanding, and for helping me create a safe, relaxed and welcoming environment for new mums and their little ones.

10. Online and Zoom sessions

In taking part in these sessions you have an agreement with Tanya James of Little Therapy Space, trading as Mother Massage.

10.1 Your health and your space

- Please ensure that you fill out an Exercise Consultation form, so that I can check the suitability of the classes for you and ensure that your medical history and current health do not restrict you from joining in.

- You are responsible for taking on board any advice provided to you.
- You will inform me of any changes to your health, so that I am able to make adjustments.
- If you are unsure of your suitability, please seek your doctor's advice first.
- Ensure your personal workout space is safe and clear of any trip hazards, furniture, pets and so on.
- Ensure you are wearing suitable footwear, or are barefoot.
- Work within your own abilities, and always ask for advice if you are unsure.

10.2 Technology, recordings and content

- Online sessions run over Zoom. You are responsible for your own internet connection, device and software. I cannot refund a session missed because of a problem at your end.
- If a session is disrupted by a technical fault at my end, I will reschedule it or provide a recording.
- Sessions may be recorded for the benefit of those who cannot attend live. If you would prefer not to appear, please keep your camera off and let me know. Recordings are made available to participants only.
- You may not record, screenshot, download, copy, share or publish any part of a session, recording, handout or resource. All content remains my intellectual property and is licensed to you for your personal use only.
- Login details and access links are personal to you and must not be shared. Sharing access may result in your membership being ended without refund.

11. Membership

- Your monthly membership allows you access to the relevant category for the duration of that month.

- You may cancel your monthly membership at any time, which will cease the day before the membership is to renew, unless you wish to have a rolling agreement. If you cancel part way through the month, you are not eligible for a refund for part-month usage.
- Prices change from time to time. If you cancel your membership and wish to rejoin in the future, you will have to join at the current price at that time.
- I reserve the right to end the agreement if at any time I feel the membership you have is not suitable for you, for any reason.
- I reserve the right to change the members' terms and conditions. Notice will always be given in these circumstances.
- It should be noted that the information held within your membership is for you and you alone. You have filled out a consultation form to determine your eligibility for joining. I cannot guarantee that anyone else in your household will also benefit from the information held within the site.

12. Your right to cancel online bookings (Consumer Contracts Regulations 2013)

Because you are booking online, you normally have 14 days from making the booking in which to change your mind and receive a full refund.

- If your appointment, class or course falls within that 14-day period, you are asked to agree that the service may begin straight away. Where the service has been fully performed within the 14 days, your right to cancel is lost. Where it has partly begun, I may deduct a proportionate amount for what has already been provided.
- For memberships and digital content, once you have been given access to the members' area you agree that the content is supplied immediately, and you lose the right to cancel.
- The cancellation policies set out above apply after the 14-day period has ended, and are in addition to – not instead of – your statutory rights.

13. Data protection

- I am the data controller for the personal information you provide. My privacy policy at <https://www.mothermassage.co.uk/privacy-policy/> explains what I collect, why, and how long I keep it.
- Booking data is processed on my behalf by Acuity Scheduling (Squarespace Inc.), payment data by Stripe, and email by Livemail. These providers may process data outside the UK under appropriate safeguards.
- Consultation forms contain health information, which is treated as special category data under UK GDPR. I hold it on the basis of your explicit consent, and it is never shared without your permission, except where I am required to do so by law or where there is a serious risk to someone's safety.
- Treatment records are kept for 7 years, the period required by my insurer, and until a child's 25th birthday where the record relates to a child.
- You can ask to see, correct or delete your data at any time by contacting me.

14. Photographs, testimonials and marketing

I will always ask before taking any photograph or video, and before using your words or image in marketing. You can say no, and you can withdraw your consent at any time by contacting me. Booking a treatment does not add you to my mailing list — you will only receive marketing emails if you have asked to.

15. Insurance and professional standards

I am fully insured with Balens and I am a member of the Federation of Holistic Therapists and I also work alongside ThinkTree, and I work to both of their codes of conduct. I am fully qualified and have current first aid certification.

16. Liability

- Nothing in these terms limits my liability for death or personal injury caused by my negligence, for fraud, or for anything else that cannot lawfully be excluded.
- Subject to that, my total liability in connection with any booking is limited to the amount you paid for it.
- I am not responsible for loss or damage to personal belongings brought to a treatment, workshop or venue.
- You take part in exercise-based sessions at your own risk, working within your own abilities and following the guidance given.

17. Complaints

If anything is not right, please tell me as soon as possible – I would much rather hear about it and put it right. Email tanya@mothermassage.co.uk and I will acknowledge your complaint within 5 working days and aim to resolve it within 28 days.

18. Governing law

These terms are governed by the law of England and Wales, and any dispute will be dealt with by the courts of England and Wales.