

MASSAGE AND THERAPY GIFT CERTIFICATE CONDITIONS OF USE

By purchasing a Gift Certificate from Bodysmart Health Solutions you are in agreement to the terms and conditions of use stipulated in this document.

“Certificate” refers to Gift Certificate or Voucher.

“Bodysmart” refers to Bodysmart Health Solutions.

“Purchaser” refers to client who has purchased the Certificate.

“Redeem” refers to utilization of the service indicated on the Certificate.

“Recipient” refers to individual that has been awarded the Certificate.

“Service” refers to Massage or Therapy.

“Certificate Increment” refers to the duration of the Service on the Certificate.

1. Redeeming gift certificates

- 1.1. The Certificate reference number must be quoted at the time of booking.
- 1.2. The Certificate must be given to the therapist on the day of the service.
- 1.3. Certificates for individual sessions are sold in increments of time. The whole time increment on each Certificate must be used during one session unless a package of Services is purchased. Any unused monetary balance/time remaining on the Certificate which is not used on the day of the Service will become void.
- 1.4. Certificates are intended for use solely by the recipient and are not transferable.
- 1.5. If a specified Service has been discontinued at the time the Certificate is Redeemed, the Certificate may be exchanged for an alternate service of similar value at Bodysmart’s discretion.
- 1.6. If the Recipient books an appointment to Redeem a Certificate and they do not cancel and or reschedule with sufficient notice (i.e. <6hrs) or do not attend, the Certificate will become void.
- 1.7. If the Service fee or time exceeds the amount listed on the Certificate, the Recipient will be required to pay the fee difference at the time of Service.
- 1.8. All Bodysmart Services are strictly non-sexual.

2. Service location and time

- 2.1. Recipient can Redeem the Certificate for Services at the Recipient’s workplace or home in accordance to the following guidelines;

Service Type	Certificate Increment (minutes)	Service Location
Massage	15,30,45, 60	In recipient’s workplace (only if Bodysmart provides regular scheduled service at that workplace)
	60,90,120	In recipient’s workplace or alternative venue (within 15 km of CBD)
Physiotherapy or Occupational Therapy	20,30,45	In recipient’s workplace or Bodysmart clinic (only if Bodysmart provides regular scheduled service at that workplace)

2.2. In clarification of the table in 2.1 above;

- If Bodysmart regularly delivers a Service within the Recipient's workplace (e.g. Massage), the Recipient will be entitled to use any Certificate Increment consistent to the type of service indicated on their Certificate. When making an online appointment for this Service, the Recipient must select the payment option "Pay on Account / Gift Certificate".
- If Bodysmart does not have an ongoing scheduled Service within the Recipient's workplace, a minimum 60 minute Certificate Increment is required for Service delivery. Alternatively, the Recipient needs to supplement their existing Certificate to increase the booking to the required minimum of 60 minutes.

2.3. Bodysmart has the right to refuse Service delivery within the Recipient's home location.

2.4. If a Service is provided in the workplace, the Recipient is solely responsible for informing their employer and scheduling the room booking for the Service.

2.5. Certificates are only redeemable within 15km of the Central Business District. If the Recipient of the Certificate would like the Service to be completed outside of this area, an additional travel fee will be charged. Please contact Bodysmart for additional information.

2.6. The Recipient of the Certificate is required to make an appointment during business hours (i.e. Mon-Fri, 8:00am to 6:00pm). An additional surcharge may be used when the Service is booked out of normal business hours. Bodysmart will inform of additional charges at the time of the booking.

3. Cancellation and expiration

3.1. Certificates purchased are valid for six months from date of purchase.

3.2. Certificates are not valid until payment in full has cleared.

3.3. Bodysmart reserves the right to immediately invalidate Certificates, without notice, should it receive a credit card chargeback, returned cheque or other form of repudiated payment.

3.4. Bodysmart will not be held responsible for lost or stolen Certificates. If a reasonable claim for entitlement is made, a lost Certificate will incur a \$10 replacement fee. If this situation occurs the reissued Certificate will hold the same expiration date as the original Certificate.

4. Miscellaneous

4.1. Certificates are non redeemable for cash and are non-refundable.

4.2. Bodysmart reserves the right to refuse Service or reverse any Certificate purchase (e.g. for inappropriate behaviour). If this occurs Bodysmart will refund Purchaser's funds.

4.3. All voucher prices include GST.

4.4. Bodysmart reserves the right to change these terms and conditions without notice.

4.5. Bodysmart will provide the necessary equipment for the Service (e.g. massage table).

5. Emailed certificates

5.1. Bodysmart is not responsible for emailed Certificates that do not reach their intended recipient for reasons beyond its control (e.g. spam filter).

5.2. Receipt of email or returned email cannot be effectively monitored.

5.3. To avoid these complications Bodysmart advises the Purchaser to add info@bodysmart.com.au to their address book prior to purchase.

5.4. Please contact Bodysmart immediately if you haven't received your Certificate.