

The Heart of Mana – Treatment Policy, Professional Boundaries & Client Agreement

At **The Heart of Mana**, every treatment is provided in a safe, respectful and professional environment.

My treatments are designed for **relaxation, stress reduction and holistic wellbeing**. They are provided **exactly as described on this website** and are **not altered or modified** to suit individual requests.

I do **not** provide:

- Deep tissue massage
- Remedial massage
- Sports massage
- Any treatment or technique outside the modalities I am qualified to provide.

I maintain strict professional boundaries at all times. Any inappropriate comments, requests, behaviour or suggestions of a sexual nature will result in the treatment being **terminated immediately**. The client will be asked to leave, **the full treatment fee will remain payable**, and future appointments may be refused.

For the safety and wellbeing of both client and therapist, I reserve the right to refuse or discontinue a treatment if I believe it is not appropriate or if professional boundaries are not respected.

My treatments are intended to support relaxation and general wellbeing only. They are **not** intended to diagnose, treat, cure or prevent any medical condition and should not replace advice or treatment from a qualified healthcare professional.

Client Agreement

By booking and attending an appointment with **The Heart of Mana**, I acknowledge and agree that:

- I have read and understood this Treatment Policy and Professional Boundaries.
- I understand that treatments are provided exactly as described and will not be altered or modified.
- I understand that The Heart of Mana provides relaxation-based holistic therapies only and does not offer deep tissue, remedial or sports massage.
- I understand that the groin and inner upper thigh are not massaged.
- I agree to respect the therapist's professional boundaries at all times.
- I understand that any inappropriate behaviour or requests will result in my treatment ending immediately, with the full treatment fee remaining payable, and that future appointments may be refused.

Client Name: _____

Signature: _____

Date: _____

Website Booking Confirmation

Before completing your booking, please confirm the following:

☐ I have read and agree to The Heart of Mana's Treatment Policy, Professional Boundaries and Client Agreement. I understand that all treatments are provided exactly as described on the website, are relaxation-based only, and will not be altered or modified. I agree to respect the therapist's professional boundaries and understand that any inappropriate behaviour or requests will result in my treatment being terminated immediately, with the full treatment fee remaining payable.