

KUBRA BODYWORKS

Policies & Procedures

Home-Based Massage Studio | Lakelands, Mandurah, Western Australia

1. Services & Scope of Practice

Kubra Bodyworks currently offers: Swedish / relaxation massage, deep tissue massage, functional cupping, and massage and functional cupping combinations.

Treatments are tailored to each client's individual needs, comfort and preferences.

Kubra Bodyworks does not diagnose medical conditions or replace medical, physiotherapy or other healthcare services.

As a student practitioner, treatments are provided within my current education, training, experience, insurance requirements and scope of practice.

Clients may be referred to an appropriate healthcare professional when their needs are outside the scope of massage services.

2. Client Consultation & Health Information

Before treatment, clients may be asked about current health and wellbeing, previous injuries or surgeries, medications, allergies or sensitivities, current pain or discomfort, relevant medical conditions, pregnancy where applicable, and any other information that may affect treatment.

Clients are responsible for providing accurate and up-to-date information and should inform Kubra Bodyworks if their health circumstances change between appointments.

3. Informed Consent

Before treatment begins, clients may discuss their treatment, areas of concern, pressure preferences and relevant health information.

Clients have the right to ask questions, request changes to pressure or technique, ask for an area not to be treated, stop treatment at any time, and withdraw consent at any time.

Consent must be respected throughout the entire treatment.

4. Contraindications & Treatment Safety

Massage or cupping may not be appropriate in certain circumstances. Treatment may be modified, postponed or declined where there is a reasonable safety concern.

Clients should disclose relevant health conditions, injuries, medications and other circumstances that may affect treatment.

Where appropriate, Kubra Bodyworks may recommend that a client obtain medical or healthcare advice before receiving treatment.

5. Functional Cupping Policy

Functional cupping may be incorporated into selected massage treatments when considered appropriate.

Cupping involves placing cups on the skin to create suction. Temporary effects may include circular marks, redness, tenderness, bruising or discolouration, and mild soreness. These effects vary between individuals and may last for several days.

Clients will be informed about the treatment before cupping is performed and may decline or stop cupping at any time.

Cupping is not guaranteed to produce a particular therapeutic result.

Kubra Bodyworks will not perform cupping when it is considered unsuitable based on the client's information, presentation or safety considerations.

6. Cancellation & Rescheduling Policy

We understand that plans can change. Please provide at least **24 hours' notice** if you need to cancel or reschedule an appointment.

More than 24 hours' notice: No cancellation fee applies.

Less than 24 hours' notice: A cancellation fee of **50% of the scheduled service price** may apply.

No-show: If you do not attend your appointment and do not provide notice, a **50% no-show fee** may apply.

Repeated cancellations or no-shows may require future appointments to be paid in advance.

Kubra Bodyworks may use discretion in genuine emergencies or exceptional circumstances.

7. Late Arrival Policy

Please arrive on time for your appointment.

If you arrive late, your treatment may need to be shortened so that the next appointment can begin on time. The original appointment price may still apply.

If you are more than **15 minutes late without contacting Kubra Bodyworks**, your appointment may be considered a no-show.

If you know you are running late, please contact Kubra Bodyworks as soon as possible.

8. Illness Policy

Please do not attend your appointment if you are experiencing symptoms of a contagious illness or are otherwise too unwell to receive a massage.

Contact Kubra Bodyworks as soon as possible to discuss rescheduling.

9. Payment Policy

Payment is required at the completion of the appointment unless otherwise agreed.

Accepted payment methods are those displayed during the booking process or communicated by Kubra Bodyworks.

Prices are displayed before booking wherever possible. Any applicable cancellation or no-show fees may be charged separately.

10. Refund Policy

Massage treatments are personalised services and are not refundable once the treatment has been provided.

If a client has a concern about their treatment or experience, they are encouraged to contact Kubra Bodyworks so the matter can be discussed and addressed appropriately.

This policy does not exclude any rights a client may have under applicable Australian consumer law.

11. Professional Boundaries & Code of Conduct

Kubra Bodyworks provides professional massage and bodywork services only.

Clients are expected to behave respectfully and appropriately.

Sexual comments or requests, sexual touching, inappropriate exposure, harassment, threatening or abusive behaviour, disrespectful or discriminatory behaviour, and requests for sexual services are not accepted.

If inappropriate behaviour occurs, treatment may be stopped immediately and the client may be asked to leave. No refund will be provided where treatment is terminated because of inappropriate or unsafe client behaviour.

12. Draping & Client Comfort

Appropriate professional draping will be used during treatment.

Clients will only be uncovered in the area being treated and will remain appropriately covered throughout the session.

Clients may request additional draping or choose not to have a particular area treated.

Sensitive areas will not be treated outside the professional scope of the service.

13. Privacy & Confidentiality

Kubra Bodyworks respects the privacy of its clients.

Personal information collected during booking, consultation and treatment will be handled confidentially and used for providing appropriate services, managing appointments, communicating with clients, maintaining treatment records, and meeting relevant business, insurance or legal requirements.

Client information will not be intentionally shared with third parties without appropriate permission or a lawful reason to do so.

14. Client Records

Where relevant, client consultation and treatment information may be recorded in the booking or practice management system.

Records may include client contact information, health information provided by the client, treatment information, areas treated, relevant client preferences, and appointment history.

Clients may contact Kubra Bodyworks regarding their personal information and records.

15. Home Studio Policy

Kubra Bodyworks operates from a private home-based studio in Lakelands, Mandurah.

Clients must follow reasonable instructions when attending the property, arrive at their scheduled appointment time rather than significantly earlier, respect the private areas of the property, and keep noise to a minimum.

Children or additional guests should not attend unless agreed in advance.

Pets may be present at the property. Please advise Kubra Bodyworks in advance if you have an allergy or concern.

The home studio is a professional treatment environment and the same professional standards apply as they would in a commercial clinic.

16. Children & Additional Guests

Please contact Kubra Bodyworks before bringing children or another person to an appointment.

For privacy, safety and comfort, additional guests may not always be able to remain in the treatment area.

Children must remain under the supervision and responsibility of their accompanying adult at all times.

17. Personal Belongings

Clients are responsible for their personal belongings during their appointment. Please avoid bringing valuables where possible.

Kubra Bodyworks is not responsible for personal belongings that are lost, damaged or left behind.

18. Photography & Social Media

Photos, videos or testimonials involving clients will only be used for marketing or social media purposes with appropriate client permission.

Clients may also request that photographs or testimonials involving them are not used for promotional purposes.

19. Complaints & Feedback

Kubra Bodyworks welcomes honest and respectful feedback.

If you are unhappy with any aspect of your experience, please contact Kubra Bodyworks directly so the concern can be discussed.

Complaints will be treated respectfully and reviewed as fairly as possible.

20. Right to Refuse or End Treatment

Kubra Bodyworks reserves the right to refuse or discontinue a treatment where treatment may be unsafe or inappropriate, insufficient health information has been provided, the client appears intoxicated or impaired, there is inappropriate or sexual behaviour, threatening, abusive or discriminatory behaviour occurs, the practitioner feels unsafe, or the requested service is outside the practitioner's scope of practice.

Where treatment cannot safely proceed, the client will be informed as appropriately as possible.

21. Client Responsibility

Clients are responsible for providing accurate health information, informing the practitioner about relevant changes in health, communicating discomfort during treatment, following reasonable aftercare recommendations, arriving on time, respecting the cancellation policy, and maintaining appropriate behaviour throughout the appointment.

22. Practitioner Responsibility

Kubra Bodyworks is committed to maintaining professional boundaries, respecting client dignity and privacy, obtaining appropriate consent, providing treatments within current training and scope, maintaining a clean and professional treatment environment, using appropriate hygiene practices, communicating clearly with clients, and respecting the client's right to stop treatment.

23. Policy Updates

These policies may be reviewed and updated from time to time to reflect changes to the business, services, professional requirements or applicable laws and regulations.

The most current version will apply to future appointments.

Client Acknowledgement

By booking an appointment with Kubra Bodyworks, you acknowledge that you have had the opportunity to read and understand the relevant booking, cancellation, treatment and professional conduct policies.

You agree to provide accurate information and communicate any concerns or changes that may affect your treatment.

Kubra Bodyworks

Lakelands, Mandurah, Western Australia

www.kubrabodyworks.com

Instagram: @kubrabodyworks