RINARA THAI MASSAGE

BOOKING INFORMATION & POLICIES

At Rinara Thai Massage, we want every client to feel welcome, comfortable and cared for.

As a small independent business with just one treatment room, every appointment is reserved especially for you. Last-minute cancellations and missed appointments can be difficult to fill, meaning valuable time is lost.

We kindly ask you to read our policies before booking. Thank you for your understanding and for supporting our small business.

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BOOKING & DEPOSIT

A 20% deposit is required when booking your appointment, with the remaining balance payable in person after your treatment.

Your deposit is deducted from the total treatment price and helps us secure your appointment and reserve that time especially for you.

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CANCELLATIONS & RESCHEDULING

We understand that unexpected things happen, and we're always happy to help where possible.

If you need to cancel or change your appointment, please give us at least 12 hours' notice.

Less than 12 hours: Will result in the loss of your 20% booking deposit.

If something unexpected comes up, please get in touch as soon as you can. We'll always do our best to be understanding.

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LATE ARRIVALS

We kindly ask that you arrive 5-10 mins before OR on time so you can enjoy your full massage experience.

If you're running late, please let us know as soon as possible. We'll do our best to accommodate you, but if we have back-to-back bookings your treatment may need to be shortened to avoid affecting the next appointment.

However, will always do our best to deliver as much of your booked treatment as possible.

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PROFESSIONAL CONDUCT & RESPECT

All treatments provided are strictly professional massage services.

Any form of sexual behaviour, sexual comments, requests for sexual services, or inappropriate touching will not be tolerated under any circumstances.

If such behaviour occurs, the session will be terminated immediately, the full treatment fee will still be charged, and the client will be refused future appointments.

In serious cases, the incident may be reported to the appropriate authorities.

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IF WE NEED TO CANCEL

On the rare occasion that we need to cancel your appointment, we'll contact you as soon as possible and offer you the choice of rescheduling or receiving a full refund of any payment made.

By confirming your appointment, you acknowledge and agree to the following terms.

Thank you for your kindness, understanding and support. Every booking means a lot to our small business, and we look forward to welcoming you.

With appreciation,

Rinara Thai Massage