



Terms and Conditions of service for events and recurring service

DEFINITION OF TERMS

- Company would be the company booking the service.
- Clients are your staff who receive the service.
- Therapist is the therapist.
- Event is a schedule of sessions.
- Session is an individual massage session.
- Manual booking is where the administrator of the company responsible for arranging the sessions with the staff.

THERAPISTS

Each EnergizeNZ Therapist is:

- Fully qualified (min NZQA Level 4 certificate in massage or other bodywork therapies).
- Fully insured (for professional indemnity and public liability).
- Holding a current First Aid Cert.
- Trained in our specialised corporate massage techniques.
- Covid19 health and hygiene trained with PPE provided

They are given our full support, ongoing training; your feedback and are closely mentored.

STAFF PAID AND COMPANY PAID EVENT CANCELLATION POLICY

We require a minimum of 2-hours of massage work to send a Therapist onsite. Company paid accounts will be charged at a **minimum of 2 hours per massage visit** so please ensure that you fill 2 hours of bookings, so you get the full benefits of each massage visit. Should your bookings not meet the required 2 hours minimum please call or email to cancel the session at least 48 hours prior to session so we can find the therapist other work. Cancellations on the day may incur a cancellation fee equivalent to the cost of a 2-hour visit.

For staff only paid accounts where the bookings do not make up a full 2-hours we may, at our discretion, we may invoice the company to make up the 2-hours or the service will be cancelled. Cancellation must be 24 hours before to get a 100% refund. Within 24 hours of the booking there will be no refund. If you would like to reschedule the event within one day of the booking, they can see their administrator who organised the event.

ANNUAL STAFF PAID AND COMPANY PAID AGREEMENTS OF SERVICE CANCELLATION POLICY

We require a minimum of 30 days' notice on staff paid or company paid annual service agreements signed off by company representatives. If dates need to be rescheduled to replace a date already booked into the system, we can arrange that with our therapist and alter the agreement and booking system information.

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Online booking (please email us 24 hours prior to cancel the massage session)

We offer an online service where your staff can go into your individual link and then book a time that is convenient to them and then if they need to pay for their session, they will be taken through to the payment screen where they can pay online. With this service they will receive an email reminder 24 hours prior to the appointment and then a text reminder 30 minutes prior. Online bookings schedule is forwarded to your workplace contact person the morning of your massages.

Manual bookings (please email us 24 hours prior to cancel the massage session) We have manual booking forms for staff to book in and is managed by the event organizer, please email your completed manual booking form 24hrs before the event to allow us time to pass massage bookings information on to the Therapist. Please print off a copy for the Therapist to use on the day of the service.

Staff who do not show for an appointment or cancel last minute will still be charged, unless they find someone else to take their appointment.

COVID19 – LOCKDOWN LEVELS AND CANCELATION POLICY

Covid19 is a fluid situation which dependant on lockdown levels your service may or not go ahead. When moving into a lockdown level that prevents outside visitors into your company, your service will be cancelled or moved to a new date beyond the lockdown restrictions at no cost to your company. Any staff paid session will be refunded or session appointments will be moved to your next date of service.

PAYMENT TERMS – *Updated September 2021

ONE OFF EVENTS

Terms are detailed within your service booking agreement and are tailored to your event type. Invoiced payment is 7 days after the event. Staff paid events; all sessions are paid at time of booking.

***REGULAR MONTHLY SERVICE**

Terms are detailed within your service booking agreement and are tailored to your event type. Invoiced payment is 14 days after the event. Staff paid events; all sessions are paid at time of booking.

PARKING AND THERAPIST BREAKS

Parking must be provided if possible or will be charged to your event/monthly bookings. Parking tickets can be paid to therapist upon presentation of a valid ticket.

Therapists require comfort breaks for service more than 2hrs, these will be charged at the massage session fee rate or included within the invoiced hourly rate.

HEALTH AND SAFETY

Our Therapists will abide by all Health & Safety Policies while at your workplace and are accountable to the on-site manager /contact person. Please orientate them to your H & S procedures & policies, any specialised and all emergency procedures.

FOLLOW UP

We will call you regularly to see how you are enjoying our massage service. This may come in the form of a short questionnaire.

SAFE WORKING ENVIRONMENT

You agree to provide our Therapists with a safe environment to work in and if possible, a car park space so that they can carry their equipment easily into your workplace. They must be within verbal calling distance of a staff member in case of emergency where they will require additional help.

COVID19 - CONTACT TRACING POLICY

The online and manual booking sheets has been updated with the four (4) government questions and the booking schedule of your service will be your contact tracing documents if required for any future outbreak of Covid19 in

your location. The booking schedule is required to be kept for up to 2 months within your system, we will also keep a copy in our files with your company information.

AGREEMENT OF SERVICES

Agreement is between EnergizeNZ and your company; not the Therapist who is contracted with us and agrees to not engage directly with you for these & future onsite massage services.

Phyllis Brown Assoc CIPD

EnergizeNZ - On-site Massage Professionals

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INTEREST AND LEGAL EXPENSES

If you fail to make a payment by the due date you shall be liable to pay us:

Default interest on the invoice outstanding will be calculated at Principal bank lending rate plus 5% per month compounding until the invoice is paid in full.

All expenses, including collection costs from obtaining the services of a debt collection company and/or legal fees in relation to any overdue amount will be added to your account and you as the client are liable for its payment.

DISPUTE

- If you have any problems with our service, please contact EnergizeNZ within 48 hours of the event and we will endeavour to work with you to resolve these issues in a timely manner. In regard to any issues with billing please contact us within 48 hours of receiving your invoice so we can work with you to resolve this issue.