

Harmony Practitioner Club – Terms & Conditions

1. Membership Fee

The annual Practitioner Club membership fee is £49. This fee covers the administration, website setup, practitioner listing, and promotional support provided by Harmony Massage.

Membership fees are non-refundable once the practitioner profile has been created and published.

2. Practitioner Listing

Upon successful completion of the Practitioner Assessment, the practitioner will be featured on the Harmony Massage website.

The listing may include practitioner name, treatment location, booking link or booking form, social media links, website link (where applicable), and professional photographs or promotional content.

Harmony Massage reserves the right to edit, update, or remove listings at its discretion.

3. Client Bookings & Deposits

Clients may be directed to practitioners through the Harmony Massage website.

Where deposits are collected by Harmony Massage, the deposit covers administrative costs, booking management, communication, and marketing activities.

If a client cancels within the stated cancellation period, Harmony Massage is under no obligation to refund or transfer the deposit to the practitioner.

Harmony Massage is not responsible for appointment cancellations, no-shows, client disputes, refunds, treatment outcomes, or loss of earnings experienced by the practitioner.

4. Social Media Promotion

Harmony Massage will endeavour to support Practitioner Club members through social media exposure, endorsements, content sharing, practitioner spotlights, and promotional opportunities.

However, membership does not guarantee a specific number of posts, shares, reposts, engagement levels, client bookings, enquiries, or business growth.

All promotional activity is provided at the discretion of Harmony Massage.

5. Content Creation

As part of the Practitioner Assessment or future promotional opportunities, Harmony Massage may request photographs, videos, testimonials, or other marketing content featuring the practitioner and/or treatment space.

Any content captured may be used by Harmony Massage for promotional, educational, marketing, and social media purposes.

6. Professional Standards

Practitioners are responsible for maintaining appropriate insurance, qualifications, licences, hygiene standards, and professional conduct at all times.

Harmony Massage reserves the right to suspend or remove a practitioner from the Practitioner Club if their conduct, professional standards, or business practices are deemed inconsistent with the values of Harmony Massage.

7. Annual Renewal

Practitioner Club membership is valid for one year from the date of joining.

Prior to renewal, practitioners will be contacted and invited to renew their membership for the following year. Renewal is optional and subject to the membership fee applicable at that time.

8. Limitation of Liability

Harmony Massage provides marketing exposure, website listing services, promotional opportunities, and practitioner endorsement only.

Whilst Harmony Massage endeavours to support practitioners through its website, social media channels, and professional network, no guarantee is made regarding client enquiries, bookings, income, business growth, social media engagement, or marketing results.

Harmony Massage accepts no responsibility or liability for appointment cancellations or no-shows, client complaints or disputes, refund requests, treatment outcomes, injury, loss or damage arising from treatments provided by practitioners, loss of earnings, business interruption, reputational damage, or any agreement entered into between a practitioner and their clients.

Each practitioner remains solely responsible for the services they provide, the advice they give, and their ongoing compliance with all applicable laws, regulations, insurance requirements, and professional standards.

To the fullest extent permitted by law, Harmony Massage's liability in connection with the Practitioner Club shall be limited to the amount of the membership fee paid by the practitioner for the relevant membership year.

9. Independent Business Relationship

Practitioners participating in the Harmony Practitioner Club operate as independent businesses and are not employees, agents, partners, franchisees, or legal representatives of Harmony Massage.

Membership of the Harmony Practitioner Club does not create an employment relationship, partnership, joint venture, or agency agreement between the practitioner and Harmony Massage.

Practitioners are solely responsible for their business operations, client care and treatment delivery, insurance and legal compliance, tax obligations and financial affairs, and booking management and client communication (except where expressly agreed).

Practitioners must not represent themselves as speaking on behalf of, or acting as an authorised representative of, Harmony Massage unless prior written permission has been provided.

Harmony Massage reserves the right to remove a practitioner from the Practitioner Club and website listing at any time if it believes continued membership may negatively affect the reputation,

values, or interests of the Harmony brand.