IN-HOME WELLNESS MASSAGE

CLIENT SERVICE AGREEMENT & CONSENT

Premium personalised massage care, brought to your home.

ZINSUB
WELLNESS SPA & THAI REMEDIAL

Please read and sign this agreement before paying the $50 booking deposit. Your appointment is secured only after Zinsub confirms availability and receives the deposit.

1. APPOINTMENT DETAILS

Client full name	_____
Mobile / Email	_____
Service address	_____
Preferred date / time	_____
Treatment	_____
Duration	[ ] 60 min - $190 [ ] 90 min - $260 [ ] 120 min - $350

2. BOOKING, PRICE & TRAVEL

BOOKING & PAYMENT

- Available Wednesday-Sunday, 10:00 am-7:00 pm. Book at least 1 day in advance by text or call.
- After Zinsub confirms the time and address, a $50 deposit is required to secure the booking.
- The deposit is deducted from the total price. The remaining balance is payable on the appointment day unless otherwise agreed.
- Cancellation or rescheduling with less than 2 hours notice: the $50 deposit is non-refundable.

SERVICE AREA & PARKING

- Travel is included within 5 km of the Zinsub Brookvale studio.
- Beyond 5 km: $2 per additional kilometre. Any extra travel fee is confirmed before booking.
- Suitable parking must be available at or near the appointment location.
- If paid parking is required, the actual parking cost is the client's responsibility.
- Please provide safe access and enough clean indoor space for the massage table and therapist movement.

3. IN-HOME TEAM, PRIVACY & SAFETY

- The massage is provided by a male Zinsub massage therapist.
- A female Zinsub In-Home Service Coordinator accompanies the therapist for arrival, client check-in and set-up.
- Once treatment begins, the coordinator leaves the treatment area to respect your privacy, remains nearby and contactable, and returns for pack-down and departure.
- The therapist and coordinator arrive and leave together. Team members access only areas reasonably required to provide the service.
- This two-person procedure supports comfort, privacy and safety for both the client and the Zinsub team.

IN-HOME WELLNESS MASSAGE - CLIENT CONSENT

4. TREATMENT & PROFESSIONAL SERVICE

- You may choose any available Zinsub treatment suitable for in-home delivery. Techniques may be adjusted for safety, equipment, the home environment or your comfort.
- Zinsub provides professional wellness massage only. Appropriate draping and professional boundaries are maintained throughout the treatment.
- You may request a change in pressure, position or treatment area, or ask to stop the massage at any time.
- Inappropriate, sexual, abusive, threatening or unsafe behaviour or requests are not accepted. Zinsub may refuse to begin or may stop the service and leave the location if needed.
- This service is not medical, physiotherapy or rehabilitation treatment and is not health fund claimable at this stage.

5. HEALTH & CLIENT RESPONSIBILITIES

- Before treatment, tell Zinsub about relevant health conditions, injuries, allergies, pregnancy, recent surgery, medications or anything that may affect massage suitability.
- The therapist may modify, postpone or decline treatment if it is not appropriate or safe on the day.
- Provide accurate address/contact details and tell us in advance about stairs, building security, restricted access or parking issues.
- Keep the treatment area reasonably free from hazards and ensure pets, children or household activity do not interfere with safe service delivery.
- Massage does not replace medical advice, diagnosis or treatment. If unsure whether massage is suitable, seek advice from an appropriate health professional.

6. CLIENT ACKNOWLEDGEMENT

[ ] I have read and understood the booking, deposit, cancellation, travel and parking terms.

[ ] I understand that my massage therapist will be male.

[ ] I understand that a female Zinsub In-Home Service Coordinator attends for arrival and set-up, leaves the treatment area during the massage, and returns for pack-down and departure.

[ ] I confirm that I have provided, or will provide before treatment, relevant health information.

[ ] I understand that Zinsub provides professional wellness massage only and that inappropriate or sexual behaviour or requests are not accepted.

[ ] I consent to the agreed massage service and understand that I may change or withdraw consent and stop the treatment at any time.

7. SIGNATURE & BOOKING CONFIRMATION

Client full name	_____
Client signature	_____
Date	_____
Booking deposit	[ ] A$50 received Date: _____
Confirmed appointment	Date: _____ Time: _____ Total: A$ _____

Proud Member of the Professional Thai Massage Association of Australia

Modern Wellness • Body Care • Thai Tradition