

Manahua Mirimiri Romiromi Clinic Terms & Conditions

New Clients

In-Person: Please allow an extra 10–15 minutes for your first session to review and complete your Client Health Form.

Client Health Form

No treatment—either in-clinic or online—will be carried out without a completed and up-to-date consultation form. It is your responsibility to inform us of any changes to your health or medication. These forms are required under the NZ Health & Safety Act and for insurance and scope of practice compliance.

Contact Details

To confirm your booking without delay, please ensure we have accurate contact details including your full name, phone number, and email address.

Reservations & Appointment Confirmation

All bookings must be confirmed by a team member via phone, text, or email. We do not accept unconfirmed bookings as valid.

Cancellation Policy – 24 Hours

Please notify us at least 24 hours in advance if you need to cancel.

- Late cancellations (less than 24 hours) or no-shows will incur the full session fee.
- If your cancellation is due to COVID-19 symptoms, fluctuating health conditions, or late-stage pregnancy (37+ weeks), we will assess the situation on a case-by-case basis with compassion.

Late Arrivals & No-Shows

We understand things happen. However:

- If you arrive late, your session will still end at the scheduled time to respect the next client.
- Missed appointments (no-shows) without prior notice will be charged at the full rate.

Maintaining respectful time boundaries ensures we can hold safe, consistent space for all.

Prices

Our pricing is subject to change at any time. Current fees are available upon request.

Payment Terms

In-Person: Payment is due at the end of your session (cash, internet banking, direct debit).

Right of Refusal

We reserve the right to respectfully decline or discontinue treatment or bookings at our discretion and without obligation to explain.

Confidentiality

All client records are kept confidential and securely stored. Information will never be shared without your written consent unless legally required. Practitioners only access records necessary to provide your care.

Health & Safety

All practitioners are qualified, first-aid certified, and insured. High hygiene standards are maintained by both practitioners and expected from clients. Please do not attend if unwell.

Clients under 18 must be accompanied by a guardian who consents to treatment and remains present.

Inappropriate, aggressive, or unsafe behaviour will result in termination of treatment and may lead to a ban or legal action.

Disclaimer

Our services support wellbeing but do not replace professional medical care. Always disclose accurate health information and any changes. You may pause or stop your session at any time. We reserve the same right where your wellbeing is concerned.

For questions or further clarification, please reach out to us at:

kiaora@manahua.co.nz

Ngā mihi nui,

Keri & Joe

Manahua Mirimiri Romiromi[www.manahua.co.nz]