

**Indulge in a relaxing massage in the comfort and privacy of your own home.**

Home sessions provide a convenient way for you to unwind without leaving home. Whether you need a relaxing massage, relief from stress-induced headaches, or treatment for a sports injury, we've got you covered. You can also expect your massage to be tailored to your specific needs.

Our massages are completely hassle-free from your perspective; you only need to relax and enjoy the experience. We provide everything for your comfort, including the massage table, towels, lotions, and music. Our therapists are of the highest standards, understanding the importance of therapeutic touch in healing.

Book an appointment, and let relaxation come to you with ECF Massage with Aromatherapy.

60 min	Quickly reduce tension and feel relaxed and rejuvenated.
90 min	Set aside extra time for yourself to relax your mind and body and soothe your sore muscles.
120 min	For ultimate relaxation or persistent knots that need extra care



**HOW IT WORKS: In-Home Massage Services**

**Step 1. Book a Session**

Go to our Contact Us page and send us a message. Please choose Massage with Aromatherapy from the Other Home Services selection. We will email and call you as soon as possible. You may also contact us directly at 0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm Monday through Friday.

After the initial conversation, we will prepare a quotation based on the required services and all the details you will need.

We strive to accommodate last-minute bookings, but we recommend finalising the reservation at least seven days before the desired session date.

**Step 2. Consultation and First Session**

We will come to your home an hour earlier on the agreed-upon date to ask questions and learn about your requirements and massage preferences.

If you have any medical conditions that could affect your massage, please inform us before your session so that your massage therapist can customise the experience for you.

**Step 3. Deposit and Final Payment**

A 20% deposit is required to secure the booking, and the remaining balance must be paid 3 days before the agreed delivery date.

These prices include travel, a massage table, towels or sheets, oil, music, and a professional massage by a qualified massage therapist who comes to you.

**Step 4. Pay Via Bank Transfer**

We want to make payment transactions as simple and secure as possible. While we do have premium SSL (Secure Sockets Layer) security coverage to ensure whatever data you upload on our website stays private, we prefer that you do not expose your card details on our account.

We request that you pay us directly via bank transfer.

Account Name: Eleonor Fisher  
Bank Name: NAB  
BSB No.: 085-005  
Account No.: 408 466 154

We will send you an email confirmation once we receive the bank transfer.

**Step 5. Relax and Enjoy**

Now you can enjoy high-quality therapeutic and relaxing massages from the comfort of your own home.

If you need to contact us directly, please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) or call us at 0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm Monday through Friday.

**FREQUENTLY ASKED QUESTIONS**

**Booking**

**Booking Confirmation and T&Cs**

ECF In-Home Massage reserves the right to decline any booking that is not confirmed.

The deposit payment confirms that you have read, understood, and accepted the FAQs and all the terms and conditions.

**I confirmed my booking but did not get confirmation.**

If you have not received an email confirmation for your bank transfer within 3 days, please check your spam or promotions folder. If it is not there, please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) in case you entered your email incorrectly. You can also call us for assistance.

**Can I book over the phone?**

We request that all orders and/or bookings be made online wherever possible to ensure that details are entered correctly. If you have technical issues, email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) or contact us at 0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm Monday through Friday.

**Do you offer same-day service?**

We always strive to please clients, but this will depend on our availability.

**Can you come over on weekends or public holidays?**

We usually don't, but please let us know. We will see what we can do.

**Cancellations**

We understand that sometimes plans change, and you may need to cancel or reschedule the booking. We will do our best to accommodate your needs. Please let us know as soon as possible if you need any changes.

Please take note of the following cancellation policies for our in-home massage therapy:

- a. Confirmed bookings cancelled 3 days before the agreed date will forfeit the 20% deposit.
- b. Cancellations made within 2 days before the agreed date will incur 50% of the bill.
- c. Cancellations made less than 24 hours before the agreed date are payable in full.

Bookings can be rescheduled or converted to a 3-month gift voucher. The client will be charged the amount due from the original booking less the purchase price of the voucher. Refunds are not available for these vouchers.

Rescheduling less than 24 hours before the agreed time and date will forfeit the 20% deposit.

**ECF eGift Vouchers**

The ECF eGift Vouchers are available in denominations of \$100, \$150, and \$200. They apply to all ECF Cleaning and Other Home Services and are valid for use within 3 months.

**If I buy an ECF eGift Voucher, how will it be received?**

Once payment has been received, the ECF eGift Voucher will be delivered to the email address and mobile number of the person you have nominated. We will send you a cc copy of the gift announcement email.

**What happens if the value of my service is more than the credit on the ECF eGift Voucher I received?**

No worries. You can simply pay the excess amount via bank transfer.

**What if the credit on my ECF eGift Voucher exceeds the value of my service?**

We will apply the difference to your next service within 3 months.

**Can I transfer my ECF eGift Voucher to another person?**

ECF eGift Cards cannot be transferred to another person and are not redeemable in cash.

**The Process**

**Benefits of Massages**

Therapeutic Massages may alleviate a number of everyday health issues including:

- Whole Body Massages – Relief from various body pains. Massage includes arms, neck, shoulders, back, and legs.
- Deep Tissue Massages – To ease painful muscle stiffness
- Targeted Joint Massages – Relief from painful osteoarthritis and rheumatoid arthritis symptoms.

- Lymphatic Drainage Massages – Help reduce leg or arm swelling (edema).
- Dry Needling – To reduce muscle tightness, increase blood flow, and alleviate pain

### **What do I need to do before the first massage session?**

If this is your first massage, please complete an intake form with your medical history and treatment preferences beforehand. Your massage therapist will be happy to help you achieve the relaxation, pain relief, or pampering you deserve.

### **How will I identify my therapist?**

Before your initial appointment, we will send you an email containing the massage therapist's information, including their full name, digital copy of their company photo ID with us, and mobile number. Even if you book a same-day appointment over the phone, you will still receive verifiable identification.

Before deploying any of our staff, we ensure that we have checked their credentials, including:

- Training Certificates
- Valid Photo ID
- Current Police Check
- NDIS (National Disability Insurance Scheme) Check
- WWC (Working with Children) Check
- Valid Australian Driver's License

### **Do I get the same therapist every time?**

To ensure service consistency, we make it a policy to assign the same therapist to each client. We will do our best to match you with a therapist you can rely on and be comfortable with as you get to know each other better with every service.

Should you wish to change your schedule or if your therapist needs to attend to an urgent matter on the scheduled date, we will sort things out and notify everyone concerned by email and text as soon as possible. We will find a suitable replacement therapist if possible and/or necessary and send his/her details beforehand.

### **Do I need to prepare anything before the session?**

Your massage therapist will be bringing the following:

- Professional massage table
- Fresh sheets and towels
- Essential essence or hypoallergenic cream/oils

### **What To Do Before a Massage**

**Stay Hydrated.** Stay hydrated for optimal health and a better massage experience. Hydrated muscles are more workable for your therapist and help remove waste from your system, minimising post-massage soreness.

**Show Up Fresh and Clean.** If you have the time, a warm shower can help you relax your mind and muscles before your massage.

**Take Jewelry Off and Get More Comfortable.** Therapists recommend wearing something loose, soft, and comfortable to prepare for total relaxation after a massage.

**Move and Stretch Your Body.** If you are feeling excessively tight and have 5-10 minutes to spare, we recommend light stretching or yoga to prepare your body for deep tissue release.

**Eating Before a Massage.** Our therapists recommend eating a light meal or coming in on an empty stomach before your massage. Eating too much and being too close to your service can leave you feeling too bloated on the table. It is also best to avoid drinking alcohol or limiting the amount of alcohol you consume before your appointment.

**Make It Your Massage.** Shortly before the massage, you'll want to have a good discussion with your massage therapist. Start by mentioning any existing wounds. If you have any cuts or abrasions, keep them covered up.

### **What To Wear During Your Massage**

You can choose how much clothing you wear during your massage. We recommend wearing just your underwear because we use massage lotion. This allows us to work around the covered areas.

Your massage therapist will use draping techniques with the sheets on your massage table to always cover sensitive areas during your treatment. Only the part of your body being worked on will be uncovered.

### **What To Do After a Massage**

**Get Up Slowly.** Allow yourself some time to take a few deep breaths. Gradually roll to your side and push yourself up with your arms to ease off the table.

**Drink Plenty of Water.** After you get dressed, you will want to drink water to rehydrate. Massages can dehydrate you because they stimulate the flow of fluids towards your kidneys.

**Keep Self-Care Going.** Self-care begins and ends at home. Your therapist may suggest stretches to help your body relax between massage sessions. After your massage, it is best to avoid intense exercise, alcohol, and caffeine for several hours.

### **Safe and Professional Therapeutic Massages in the Comforts of Your Own Home**

ECF Massage with Aromatherapy can reach most metropolitan areas of Adelaide, including the CBD and the northern, eastern, and western suburbs.

### **Do you charge for travel?**

We charge an additional amount for travel beyond 30 minutes from the CBD, which may be included towards the minimum charge. We will include this information in the initial quotation.

## **Payment and Billing**

### **How do I pay?**

We accept bank transfer payments only.

A 20% deposit is necessary to confirm the booking. Full payment must be made 3 days before the session.

### **How do I get a receipt for my payments?**

After we receive confirmation of your payments, we will promptly email you the receipts.

### **Ten Massages Package**

The package is valid for 10 weeks. It offers significant savings and is also transferable and convertible. For example, you can use your package to give a massage as a gift to a friend or family member.

**Do you offer health rebates?**

Medicare does not cover remedial massage; private insurance often includes it as part of natural or alternative therapy coverage. Remedial massage is also a worker's compensation benefit.

**Complaints and Feedback****I am not happy with the service I got.**

In the unlikely event that something goes wrong, please do not hesitate to contact us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com). We are here to assist you in resolving any issues. If you encounter any problems, please send us relevant photos within 7 days so we can quickly address them. Thank you.

**How do I contact you in case of a legitimate claim?**

Please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) within 24 hours after the service, complete with a description of the claim and photos, if any. We will review your case and respond as soon as possible.