

M-Power Treatments
Gift Voucher Policy
Terms and Conditions.

General Terms and Conditions.

Gift Vouchers – Are to be used for redemption of Massage or Myotherapy treatments and cannot be used to purchase other products.

Gift Vouchers – Cannot be reloaded.

Gift Vouchers – Cannot be redeemed for cash.

Gift Vouchers – Cannot be transferred to another person unless discussed prior to redemption.

Gift Vouchers – **3 year expiry date from date of purchase.**

Please note - Expiry dates can be shorter for special promotional marketing (Valentine's day) or genuine discounted promotions (20% off) or where the gift voucher is donated (raffle) or supplied as an employee reward program or customer loyalty program. The shorter expiry date will be clearly labelled on the Gift Voucher.

The **original Gift Voucher Certificate given to you must be handed in at the time of your treatment.** Please remember to bring it in with you. Treatment may be refused or full fee payable if you don't have it as proof of your gifting of the voucher.

Please also note that if you are using a Gift Voucher you are **unable to use your rebate** included in any extras cover you have with any of the Private Health Insurance Providers.

Gift vouchers **cannot be used to cover gap payments** for services being claimed through WorkSafe Victoria.

The **Gift Voucher will be honoured by Noelene Cooper Myotherapist.** Currently she is working out of 260 Thacker Street Ocean Grove. Vouchers purchased at previous locations:

Geelong Natural Therapies will be honoured at this location up until 31/12/2023.

Ocean Grove and Leopold Osteopathy will be honoured at this location up until 31/12/2025.

In the event that the business is sold the Gift Vouchers will be honoured by the new owner, up to the expiry date.

Gift Vouchers for Treatment sessions – Cannot be split for use over multiple sessions. They must be redeemed in the one instance. ie: If your voucher is for a 60 minute myotherapy treatment you cannot have two 30 minute myotherapy treatments.

Additional Fees may apply if you select a treatment type that is of a higher value than the voucher is at time of purchase. ie: if you book for a 90 minute treatment and your Gift Voucher is for 60 minute treatment. You will be required to pay the gap between the fee of the treatment selected and the value of the Gift Voucher being redeemed. eg: You book for a 90 minute Treatment (valued at \$160) and your Gift Voucher is for a 60 minute Treatment (valued at \$115) then you will be required to pay the gap of \$45.

Additional Fees may apply if there is an increase in the Fee for the service in which the Gift Voucher has been purchased. This will apply only if you redeem your Gift Voucher at a time greater than 12 months from date of Purchase. eg: Gift Voucher for a 60 minute Treatment was purchased on 01/01/2020 valued at \$100. There was a fee increase in April 2021 to \$110 for the 60 minute Treatment. You come in for your 60 minute Treatment during July 2022. You will be required to pay the outstanding \$10 for your Treatment.

Gift Vouchers for Monetary Value - If your Gift Voucher is for a monetary amount the total of the initial booking must be redeemed. If there is a remaining credit this is to be used with subsequent bookings until the value is fully redeemed (\$0) eg: \$150 GV Initial 60 minute Treatment is \$115. This leaves a remaining amount of \$35 which can then be redeemed at the time of your next treatment.

