

## Terms of Service (TOS)

### 1. Rescheduling and Cancellation Policy

- Clients must provide at least 24 hours notice to reschedule or cancel an appointment.
- Rescheduling or cancellation will only be confirmed once Foon Rehab acknowledges and confirms the request via WhatsApp, call, or email.
- Late rescheduling (less than 24 hours notice) incurs a RM 50 fee.
- Cancellations within 24 hours of the scheduled session will be charged the full session fee.
- No-shows will also be charged the full session fee and are not eligible for rescheduling or refunds.

### 2. Immediate Session Booking Policy

- Immediate session bookings (within 24 hours) must be made via WhatsApp or call and are subject to a RM 50 surcharge.
- Bookings will only be confirmed once Foon Rehab acknowledges and confirms the request.
- Immediate bookings are subject to rehab specialist availability and may not always be guaranteed.

### 3. Non-Refundable Policy

- All payments made for services provided by Foon Rehab (operated by LFY Rehabilitation), including sports rehab sessions, sports massages, cupping, assessments, and other treatments, are non-refundable.
- Refunds are only applicable if Foon Rehab cancels a session due to unforeseen circumstances.

### 4. Waiver of Liability

- By booking and making payment, clients acknowledge and agree to the following:
  - They have disclosed all relevant medical information to Foon Rehab.
  - They understand the potential risks involved in treatments and assume full responsibility for participating in sessions.

### 5. Punctuality and Overtime Charges

- Clients are advised to arrive on time.
- If you are **late by more than 15 minutes**, your session will either:

- **End at the originally scheduled time** (shortened session),
  - OR be **considered forfeited** depending on therapist's schedule.
- Sessions that **run beyond the allocated time** will incur additional charges of **RM 50 per 15 minutes**.