



## **TERMS AND CONDITIONS for Barefoot Reflexology**

I am a full member of the Association of Reflexologists (AoR). Being a full member of the AoR demonstrates that I have completed a quality, nationally recognised Diploma in Reflexology and have support from the AoR.

As an AoR member:

- I am bound by the AoR Code of Practice and Ethics.
- I follow the AoR Good Practice Policy and hygiene guidance to ensure client safety.
- I will always be adequately insured for medical malpractice / professional indemnity requirements. The industry standard is in excess of £5 million cover.
- I comply with the AoR Continuing Professional Development requirements which ensures the practice is kept up to date.
- I am compliant with GDPR data protection (please see the separate Privacy policy). Your information will remain confidential at all times.
- As a professional and highly qualified reflexologist with AOR status, I will provide you with the appropriate bespoke treatment and support.

### **1. Appointments**

- When making an appointment you agree to the Terms and Conditions.
- When making the appointment you agree to a consultation with me prior to the treatment and you will disclose any relevant medical or lifestyle information.
- You are required to sign the consultation form before commencing your first treatment.
- If you have a cough, a fever or feeling unwell please contact me as we may need to postpone your appointment.
- If you present with any condition or symptom which could be a contraindication, I reserve the right to postpone our treatment until medical advice is sought.
- If you act inappropriately or are under the influence of alcohol or drugs, I reserve the right to refuse to treat you.
- Should I feel unwell, unable to treat or it is inadvisable for me to treat, I will explain the situation to you as soon as possible before your treatment.
- For client safety and in compliance with equipment safety standards, my standard

zero gravity treatment chair has a maximum safe working load of 22 stone (approx. 140 kg). If you are above this weight, please discuss this with me prior to your treatment.

- Please note that my treatment room is located on the first floor, accessed only via stairs. Unfortunately, this room is not suitable for guests with limited mobility or wheelchair users.

## **2. Fees**

- Treatment fees are either payable in advance as part of a treatment package, or in full at the time of treatment.
- Payment can be made via Bank Transfer or Cash.
- I reserve the right to choose to use discretion regarding the application of any discounts.

## **3. Cancellation Policy**

- If you are unable to make a previously arranged appointment, I request that you provide me with at least 24 hours notice. This will allow me the option to re-book the time slot with someone on the waiting list.
- Less than 24 hours notice may result in a fair-use fee of 50% of the usual treatment cost. This fee will be required to be settled prior to any future bookings.

## **4. Treatment packages**

- I offer the option to book a package of treatments. These are provided at a reduced price as they are paid for in advance.
- Where an appointment is booked and missed, the cancellation policy will apply.
- Treatments booked within a package must be taken within 6 months.

## **5. Vouchers**

- I supply the option to buy gift vouchers for treatments. These are valid for use within 6 months of purchase unless otherwise stated.

- Gift vouchers are non-refundable.
- Expired vouchers cannot be redeemed.
- Vouchers hold no cash value and cannot be exchanged for cash or used to purchase other vouchers.
- Part Use — If the full value is not used in one appointment, the remaining balance will remain on the voucher for future use.
- If the treatment cost exceeds the voucher value, the difference is payable at the appointment

#### **6. Use of background music**

- I only play Royalty free music within the business and therefore I am not required to have The Music Licence. Unless you are in your own home, I am unable to play your preferred music selection due to UK laws.

#### **7. The use of Face Coverings**

- I choose to use discretion regarding the wearing of face coverings.

#### **8. Additional**

- Reflexology is not a substitute for medical treatment or diagnosis.