



Business Terms and Conditions

I am a full member of the Association of Reflexologists (AoR). Being a full member of the AoR demonstrates that I have a nationally recognised Diploma in Reflexology for Wellbeing.

As an AoR member:

- I am bound by the AoR Code of Practice and Ethics.
- 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 my practice is kept up to date.
- I am compliant with GDPR data protection - please see my separate Privacy Policy. Your information will remain confidential at all times.
- As a professional and highly qualified reflexologist with MAR status, I will provide you with the appropriate bespoke treatment and support.

1. Appointments

I have health requests of my clients as follows:

- If you have a cough, fever, loss of taste or smell, or have been in touch with anyone with these symptoms, please contact me as we may need to postpone your appointment.
- In return, I will apply these high standards to myself. 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.

2. Fees

My fees are as follows and are payable in full at the time of treatment:

- Initial Telephone Discussion - Free
- Initial Consultation and Treatment - £45 (appointment time 90mins)
- Full Follow-up Treatment - £45 (appointment time 60mins)
- Taster Treatment - £25 (appointment time 30mins)

3. Cancellation Policy

- I have a 24-hour cancellation policy. My business is dependent on the number of clients I can see in my clinic hours. Therefore, 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 rebook the time slot with someone on my waiting list.
- Less than 24 hours' notice may result in a fair-use fee of 100% of my usual treatment cost. This fee will be required to be settled prior to any future bookings.

4. Vouchers

- I supply the option to buy vouchers for treatments. These may be given as gifts.
- These treatments can be booked during my normal working hours.
- These vouchers are required to be used within one year and are non-refundable.

5. Use of Background Music

- I only play royalty-free music within my business and therefore I am not required to have The Music Licence. I am unable to play your preferred music selection.

6. Use of Face Masks/Coverings

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