



Terms and Conditions for *SOUL*

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 more than £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 always remain confidential.
- 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 these 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.
- I have health requests of clients as follows: please do not visit for treatment if you currently have a fungal foot infection or severe athlete's foot. If you have a verruca or corn, please cover it.

- If you have a cough, a fever or loss of taste and 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.
- 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.

2. Fees

- Fees are either payable in advance as part of a treatment package or in full at the time of treatment. Charges as follows: Initial consultation and treatment £50. Full treatment £45. Mini Treatment £30. Discount offered for a course of 6.
- I reserve the right to choose to use discretion regarding the application of any discounts.
- A 20% deposit is taken at the time of booking.
- Remaining payment can be made via Fresha, cash or bank transfer.

3. Cancellation Policy

- I have a 24-hour cancellation policy. As you are aware, the business is dependent on the number of clients I can see in 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 re-book the time slot with someone on the waiting list.
- Less than 24 hours' notice will result in loss of your deposit payment.

4. Deposits

- I request a deposit of **20%** of the usual appointment fee from **all** clients. Appointments made under this deposit scheme can be rescheduled with more than 24 hours' notice. For changes or cancellations made with less than 24 hours' notice, the deposit will be withheld as stated in the cancellation policy above.

5. Treatment packages

- I offer the option of booking a package of treatments. These are provided at a reduced price as they are paid for in advance.
- When a previously booked appointment is missed without the required notice, the cancellation policy will apply.
- These treatments are paid in advance and are fully flexible with 24 hours' notice.
- These treatments are non-refundable.
- These treatments must be used within one year.

6. Vouchers

- I offer the option to buy vouchers for treatments, which you can give as gifts.
- If you book an appointment and miss it, the cancellation policy will apply.
- Treatments must be paid for in advance and are fully flexible with 24-hour notice.
- These vouchers are non-refundable.
- These vouchers must be redeemed within one year.

7. Use of background music

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

8. The use of face coverings

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