

# Terms and Conditions for Richmond 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.
- I have health requests of clients as follows:
- 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.
- 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.
- 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

- Fees are either payable in advance as part of a treatment package or in full at the time of treatment. List the charges:
  - Baby/Child/Teen (30 mins) £40
  - Later Life Reflexology (60 mins for 65 year olds and over) £50
  - General Reflexology, Mindful Reflexology, Menopause Reflexology, Oncology Reflexology (60 mins) £70
  - Pre-Conception/Pregnancy/Postpartum Reflexology (75 mins) £85
  - Reflexology for Two (60 mins each, booked consecutively) £130.
- I reserve the right to choose to use discretion regarding the application of any discounts.
- Payment can be made via cash, bank transfer, PayPal or gift vouchers purchased from me.

### 3. Cancellation Policy

- I have a 48 hours' cancellation policy. As you are aware the business is dependent on the number of clients I can see in the clinic hours. Therefore, if you are unable to make a previously arranged appointment, I request that you provide me with at least 48 hours' notice. This will allow me the option to re book the time slot with someone on the waiting list.
- Less than 48 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 6 treatments. These are provided at a reduced price as they are paid for in advance.
- These treatments can be booked during normal working hours with no restrictions.

### 5. Vouchers

- I supply the option to buy vouchers for treatments. These may be given as gifts.
- These treatments can be booked during normal working hours with no restrictions.
- Where an appointment booked is missed, the cancellation policy will apply.
- These treatments are paid in advance and are fully flexible with 48 hours' notice.
- These vouchers are non-refundable.
- These vouchers are required to be used within 6 months.

### 6. 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.

### 7. Special Treatment License

As a member of the AoR, working under their high standards, I am exempt from requiring a Special Treatment License working within the Greater London Boroughs.