



## Terms and Conditions for *Harmony Holistic Therapies*

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: Please do not make an appointment if you have a fungal infection of the toenails or are suffering from any contagious infection such as COVID virus, influenza or colds.
- 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

- The fees are as below;

Reflexology Consultation and treatment 90 mins in total £45.00

Reflexology treatment 60 minutes £40.00

Reiki treatment

30 mins £20.00

60 mins £40.00

Ear Candling 30 mins £25.00

Course of 6 reflexology treatments £200.00 a saving of £40.00

- I reserve the right to choose to use discretion regarding the application of any discounts.
- Payment can be made via - Cash, or Bank Transfer or PayPal

### 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 the 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 may result in a fair-use fee of 50% of the usual treatment cost.

### 4. Deposits

When we receive notification of your booking, you will be contacted via telephone to pay the deposit.

Deposit rates are as follows;

- **First** combined reflexology consultation and treatment session (90 mins) - £20.00
- Ear candling- (50% of the fee as the candles are ordered prior to your treatment) £12.50
- Deposits are non-returnable if you cancel with less than 24 hours' notice to your appointment time, and I cannot fill the appointment.
- The deposit fee is taken off the cost of your treatment with the remainder due after the treatment.

Appointments made under this deposit scheme are able to be rescheduled with more than 24-hour notice. Changes or cancellations less than 24 hours' notice the deposit will be withheld and **may** result in a remaining fee (total payment due including deposit will be up to 50% of the total cost of the treatment).

### 5. Treatment packages

- These treatments are paid in advance and are fully flexible with 24 hours' notice.
- These treatments are non-refundable
- These treatments can be booked during normal working hours with no restrictions.
- These treatments have to be used within 4 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. The use of Face Coverings**

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

## **8. Provision of additional therapies**

I offer other therapies in addition to reflexology. I provide these therapies to the same high standard expected by the AoR for reflexology. I also have insurance in place for these additional therapies.

These therapies include:

- Ear candling
- Reiki