



Willow Holistic Therapy Terms & Conditions

Terms and Conditions for *Willow Holistic Therapy*

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:

2. Fees

- The fees are as follows, they are payable in full at the time of treatment.
- List of charges:
 - £50 for one hour reflexology treatment
 - £70 for 90 minutes reflexology treatment
- 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.
- Fees are either payable in advance as part of a treatment package or in full at the time of treatment.
- I reserve the right to choose to use discretion regarding the application of any discounts.
- Payment can be made via - Cash or card

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.

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.
- These treatments can be booked during normal working hours with no restrictions.
- Where an appointment is booked and missed, the cancellation policy will apply.
- These treatments are non refundable.
- These treatments have to be used 6 months.

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 is booked and missed, the cancellation policy will apply.
- These vouchers are non refundable.
- These vouchers are not required to be used within a specific time frame.

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.