

# Terms & Conditions



## Terms and Conditions for Reflexology @ *Sound Therapy Malvern*

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**

- The fees are located on the website and on the Fresha online booking system, they are payable in full at the time of making a booking
- Payment can be made via Bank Transfer or by Card when using the Fresha online booking system

## **3. Cancellation Policy**

- Payment is made at the time of booking to confirm your appointment. This is non-refundable if you give less than 48hr notice of cancellation, However, if you give us at least 48 hours notice to reschedule your booking, all of your payment will be transferred to your future booking.

## **4. 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
- Where an appointment is booked and missed, the cancellation policy will apply.
- These vouchers are non-refundable.
- Expiry date will be on the voucher

## **5. 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.

## **6. The use of Face Coverings**

- I am exempt from wearing of face coverings.
- I am happy to treat without myself or clients wearing face coverings

## **7. Complementary and Natural Healthcare Council**

- I am in the process of becoming regulated by the CNHC, the choice to be voluntarily regulated and the extra requirements of me are explained on the CNHC website. <https://www.cnhc.org.uk/>

## **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 are listed on my website: [soundtherapymalvern.com](http://soundtherapymalvern.com)