

Terms and Conditions for *Nat-Ural Holistics*

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.

2. Fees

- The fees are as follows; they are payable in full On completion of the treatment.
- List of charges:

Reflexology - £55

Indian Head Massage - £55

- 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 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.
- 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, Bank Transfer, Contactless

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.

Other suggestions

- Less than 24 hours notice will be chargeable at 100% of the usual treatment cost. This fee will be required to be settled prior to any future bookings.

4. 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.

5. Provision of additional therapies

(Your choice to include this or not)

- 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: Indian Head Massage