



Bare Sole Reflexology Business Terms & Conditions

I am a full member of the Association of Reflexologists (AoR). Being a full member of the AoR demonstrates that I have a nationally recognised Diploma in Reflexology.

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 my practice is kept up to date.
- I am compliant with GDPR data protection, please see my separate Privacy policy. Your information will remain confidential at all times.
- As a professional and highly qualified reflexologist with MAR status, I will provide you with the appropriate bespoke treatment and support.

1. Appointments

I have health requests of my 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.
- 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

- My fees are either payable in advance as part of a treatment package or in full at the time of treatment.
- List of charges:

Initial Reflexology treatment including FREE health and lifestyle consultation (90 minutes)	£50
Subsequent Reflexology treatments (60 minutes)	£50
Taster Reflexology treatments (30 minutes)	£22

3. Cancellation Policy

- I have a 48 hour cancellation policy. As you are aware my business is dependent on the number of clients I can see in my 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 my waiting list.
- You can always cancel or rearrange your appointment, without charge, simply by giving at least 48 hours' notice.
- Less than 24 hours' notice may result in a fair-use fee of 100% of my usual treatment cost. This fee will be required to be settled prior to any future bookings.

4. Broken Appointments

- Broken or missed appointments cost my business money and deprive other clients of vital treatments. To combat this, broken appointments must be paid for in full and I adopt a zero tolerance approach to this. If you do not attend your appointment or cancel at the last minute, you will be charged the full amount of your missed treatment.
- Should you refuse to pay this missed appointment fee, you will not be allowed any further appointments with myself until that missed appointment is paid for.
- You can always cancel or rearrange your appointment, without charge, simply by giving at least 48 hours notice.

5. Vouchers

- I supply the option to buy vouchers for treatments. These may be given as gifts.
- These treatments can be booked during my normal working hours with no restrictions.
- These treatments are paid in advance and are fully flexible with 24 hours' notice.
- These vouchers are non refundable.
- These vouchers are required to be used within 6 months.