



Terms and Conditions for *Rezone 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 via bank transfer at the time of booking the treatment. At my discretion, I will allow cash or card payments on the day of the appointment.
- The fees are as follows:

In Clinic Fees:

Initial Appointment - Up to 75 minutes (incl. consultation)	£70.00
Follow Up Treatments (Up to 60 mins)	£60.00

Home Visit Fees:

An additional charge will be applied in addition to the standard appointment fee to cover the cost of fuel and time dependent on location.

- 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.
- I reserve the right to choose to use discretion regarding the application of any discounts.

3. Cancellation Policy

- I have a **48 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 48 hours' notice. This will allow me the option to re-book the time slot with someone on the waiting list.
- **Less than 48 hours' notice will result in a fair-use fee of 100% of the usual treatment cost.** This fee will be required to be settled prior to any future bookings.

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 treatments are paid in advance and are fully flexible with **48 hours' notice**.
- These vouchers are non-refundable.
- These vouchers are required to be used within 1 year.

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 choose to use discretion regarding the wearing of face coverings.