Terms and Conditions for Amber Reflexology

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 available on my website and on my online booking form. They are payable in full at the time of treatment.
- The length of time stated for a treatment is for the total time of the appointment and includes a chat about your progress, any alterations to be made to the treatment plan and booking your next 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.
- 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, Card or PayPal.

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.

- Less than 24 hours notice may result in a fair-use fee of **50%** of the usual treatment cost. This fee will be required to be settled prior to any future bookings.

4. Deposits

I request a deposit of £20 from **all** clients. Appointments made under this deposit scheme are able to be rescheduled with more than 24 hours notice. Changes, missed appointments or cancellations made with fewer than 24 hours notice the deposit will be withheld as stated in the cancellation policy above.

5. 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 paid in advance and are fully flexible with more than 24 hours' notice.
- These treatments are non refundable.
- These treatments are not required to be used within a specific time frame.

6. 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 treatments are paid in advance and are fully flexible with more than 24 hours' notice.
- These vouchers are non refundable.
- These vouchers are required to be used within one year time frame.

7. 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.
- More information on these therapies can be found on my website.