

## Terms and Conditions for *Secret Garden Reflexology and Therapies*.



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 at the time of treatment.

List of charges:

- **£40 for Reflexology.** Initial session up to 90 mins including health and well-being consultation. Subsequent treatments 60 mins.
- **£40 for Indian Head Massage.** Initial sessions up to 90 mins including health and wellbeing consultation. Subsequent treatments 60 mins.
- **£70 for EMDR** session-60 mins.
- **£50 for Talking Therapy** session-60 mins.

### Other suggestions

- 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.
- I reserve the right to choose to use discretion regarding the application of any discounts.
- Payment can be made via - Cash, Bank Transfer, Card.

## 3. Deposits and Cancellation Policy.

I request a deposit of **50%** of the usual appointment fee from **all** clients.

Appointments made under this deposit scheme are able to be rescheduled with more than 24 hour notice. Changes or cancellations less 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 6 treatments. These are provided at a reduced price as they are paid for in advance £200

- These treatments have to be used within 6 months from the date of the initial session.

## 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 for in advance and are fully flexible with more than 24 hours' notice hours' notice.
- These vouchers are non-refundable.
- These vouchers are not required to be used within a specific time frame.
- These vouchers are required to be used within 6 months.

## 7. 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.

## 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 and I am a member of EMDR UK and I have an enhanced DBS check in place.
- These therapies include: **add the list of other therapies here;**
- **Reflexology.** Initial session up to 90 mins including health and well being consultation. Subsequent treatments 60 mins.
- **Indian Head Massage.** Initial session up to 90 mins including health and well being consultation. Subsequent treatments 60 mins.

- **EMDR** session-60 mins. Separate therapy contract will need to be signed before work can start.
- **Talking Therapy/Animal assisted therapy** session-60 mins. Separate therapy contract will need to be signed before work can start.

**Compiled by**

A handwritten signature in black ink, reading "Nicola Mitchell". The signature is written in a cursive, flowing style with a long horizontal stroke at the end.

**Nicola Mitchell AoR, Bed, MA.**

**Secret Garden Reflexology and Therapies.**