

Terms and Conditions for Acorn to Oak 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.
- I have health requests of clients as follows: (please use suggestions below or phrase your own wording)
 - If you have a cough, a fever or feeling unwell 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.
 - Clients who weigh more than 140kgs/22 stone must discuss this with me prior to treatment as I use a zero gravity chair for most treatments which may not be appropriate.
 - 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

- 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.
- List of charges:
Reflexology treatment: initial consultation – 90 minutes¹: £50
Foot reflexology treatment – 60 minutes²: £50
Hand reflexology treatment – 45 minutes²: £40

¹ *Includes a full health and lifestyle consultation followed by a comprehensive investigatory reflexology treatment.*

² *Follow-up treatments begin with a 10-minute check-in to discuss how you felt after your previous session and to note any changes.*

- Payment can be made via – Card, Cash, Bank Transfer

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.
- Missed appointments without prior notice will be charged in full, at the practitioner's discretion.

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 chose to use discretion regarding the wearing of face coverings.

7. Special Treatment Licence

- I have confirmed with the local council that I do not require a special treatment license.