

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)
- I have health requests of clients as follows:
 - 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.

4. 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.

5. Vouchers

These Terms & Conditions apply to all **eGift Cards purchased through Square** and all **printed Gift Vouchers**, redeemed via Setmore for treatments at Acorn to Oak Reflexology.

5.1. Purchase & Issuing

- **eGift Cards** are purchased securely through Square and issued electronically to the buyer or recipient.
- **Printed Gift Vouchers** are purchased directly from Acorn to Oak Reflexology and issued in physical form.
- Payment is taken at the time of purchase.
- The purchaser is responsible for providing accurate recipient details.

5.2. Redemption Process

- Vouchers can be redeemed only for reflexology treatments offered by Acorn to Oak Reflexology.
- To redeem, clients must:
 - Book a service via <https://acorntoakreflexology.setmore.com>.
 - Enter the Voucher Number in the *Comments* box, below the address.
 - Select **Pay in person**, then click *Pay and confirm*.

- Present the voucher at the appointment (digital eGift Card or physical printed voucher).
- A valid voucher number must be provided before the treatment begins.

5.3. Validity & Value

- Vouchers are valid for **24 months** from the date of purchase unless otherwise stated.
- Expired vouchers cannot be redeemed.
- Vouchers hold no cash value and cannot be exchanged for cash or used to purchase other vouchers.
- **Part Use** — If the full value is not used in one appointment, the remaining balance will remain on the voucher for future use.
- If the treatment cost exceeds the voucher value, the difference is payable at the appointment.
- **Price Changes** — Treatment prices may change over time. All vouchers will always be honoured for their full monetary value at the time of redemption.

5.4. Cancellations & Missed Appointments

- Standard cancellation policy applies: **24 hours' notice** is required to reschedule or cancel.
- Late cancellations or no-shows may result in the voucher being redeemed in full.
- If the practitioner must cancel, the voucher will remain valid and an alternative appointment will be offered.

5.5. Transfers, Refunds & Replacements

- Vouchers are **non-refundable** and **non-transferable** once purchased.
- **Lost eGift Cards** — If an eGift Card email is lost, clients should contact Acorn to Oak Reflexology. The card can be located using the purchaser's details.
- **Lost Printed Vouchers** — Physical vouchers are treated as cash; if lost, they cannot be replaced.
- **Stolen vouchers** (digital or printed) cannot be replaced.
- Acorn to Oak Reflexology is not responsible for vouchers that cannot be redeemed due to incorrect information provided at purchase.

5.6. Practitioner Rights

- Acorn to Oak Reflexology reserves the right to refuse redemption if the voucher appears invalid, altered, or previously used.
- Terms may be updated from time to time; the version in place at the time of booking will apply.

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.