

Terms and Conditions for Penny Moores Holistic 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.
- 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.
 - 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.
 - 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, Cheque, Card

2. Fees

- The fees are as follows, which are payable in full at the time of treatment:
 - Full foot reflexology session - £60 (60 minutes)
 - Hand reflexology session - £30 (30 minutes)
 - Combination of treatments - £1 per minute

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 hour's notice. This will allow me the option to re-book the time slot with someone on the waiting list.

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 with no restrictions.
- Where an appointment is booked and missed, the cancellation policy will apply.
- These vouchers are non-refundable.
- These vouchers are required to be used within 6 months.

5. Use of background music

- The Hive has a music license and I can play any music I choose to in my treatment room at The Hive, Alton.
- If you are in your own home, I am able to play your preferred music selection.

6. 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.
- These therapies include Pranic Healing.