



Terms and Conditions for Jo's Toes to Tranquility

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

- My price list can be found on my website and is available on request.
- Cancellation fees apply, see below
- I reserve the right to choose to use discretion regarding the application of any discounts.
- Payment can be made via - Cash, Bank Transfer or Card

- 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.
- 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.

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 available 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. Deposits

Currently I am not asking for deposits, but would ask that you comply with the above stated cancellation policy.

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. Provision of additional therapies

I also offer Indian Head Massage in addition to reflexology. I provide IHM therapies to the same high standard expected by the AoR for reflexology. I also have insurance in place for this additional therapy.

