

Flexible Reflexology

Terms of Business

What is Flexible Reflexology?

Flexible Reflexology is run by me, Elizabeth Tolmie-Thomson, as a sole trader from 22 High St, Wincanton, BA9 9JF. I am a full member of the Association of Reflexologists (AoR) and I have a VCTC Level 3 Diploma in reflexology. If you have any queries about these terms and conditions, please do not hesitate to contact me on 07971 512 141.

Appointments

Appointments can be made by phone or in person. Please contact me on the mobile number above or via The Chiropody Clinic on 01963 31500. Future appointments can also be made with me in person when you attend your scheduled appointment. If you need to reschedule your appointment, please contact me or The Chiropody Clinic. Your appointment will last around 1 hour and will consist of a consultation for 15-20 minutes followed by treatment for 40-45 minutes.

Medical Conditions

During your consultation I will ask you to complete a health assessment form. During the booking process you must inform me of any present health conditions. You must also keep me informed of any change to any medical conditions or any new medical conditions should they arise before each following appointment. Some medical conditions may require GP approval before you can receive treatment.

Consent to Treatment

By signing these terms and conditions, you confirm that you understand the implications of the treatment, have not withheld any information concerning your health and accept the risks. You also confirm that you are aware that your participation in the treatment is voluntary and give your full consent to the carrying out of the treatment and accept full responsibility for any post-treatment reactions that may occur.

Cancellation Policy

You have a right to cancel your appointment at any time. In the event that you wish to cancel your appointment, I request that you give at least 24 hours' notice. Cancellations made within 24 hours of any scheduled appointment will incur a fee of 50% of cost of the scheduled treatment. If you need to reschedule an appointment with us, please contact me or The Chiropody Clinic. If you have paid in advance and you cancel prior to 24 hours before your appointment, you will be issued with a full refund. Any prepayment will be applied to any rescheduled appointments. No refunds will be provided for completed appointments.

Payment

Payment must be made either at your scheduled or within 24 hours of your appointment via bank transfer or in cash. If you would like to pay in cash at your appointment, please ensure that you have the correct amount with you we do not carry change. If you would like to pay in advance of your appointment, please do let me know.

Withdrawal

If you no longer wish to continue with your treatment, all you need to do is notify me. You will not be charged for withdrawal or cancellation as long as you notify us prior to 24 hours in advance of your scheduled appointment.

Treatment Etiquette

As an AoR member, I am:

- Bound by the AoR Code of Practice and Ethics;
- Follow the AoR Good Practice Policy and hygiene guidance to ensure client safety;
- Always adequately insured for medical malpractice / professional indemnity requirements;
- Comply with the AoR Continuing Professional Development requirements which ensures my practice is kept up to date;
- Compliant with data protection laws – your information will remain confidential at all times in accordance with my privacy policy; and
- As professional and highly qualified reflexologist with MAR status, I will provide you with the appropriate bespoke treatment and support.

GDPR & Confidentiality

All personal data will be handled with the utmost confidentiality and will not be shared with any third parties without your prior consent. Please see a copy of my privacy policy for further information on how your personal data will be used and stored.

Aftercare

Following your appointment I will provide you with an aftercare leaflet setting out your after care plan. This is not to be interpreted as health advice and you should discuss any specific health concerns with your GP. You may experience minor effects of the treatment such as tiredness or achiness.

Disclaimer

In signing these terms, you acknowledge that reflexology is a complementary therapy and does not claim to diagnose, treat or cure any medical conditions. The services that I provide are not a substitute for professional medical advice, diagnosis, or treatment. Clients are advised to consult with their GP or other qualified healthcare provider regarding any medical concerns.

Limitation of Liability

I hold professional indemnity insurance with an indemnity limit of £6,000,000. While every effort is made to ensure a safe and beneficial experience, I shall hold no liability for any loss, damage or injury, except where such liability cannot be excluded by law. Clients are responsible for informing me of any existing medical conditions or concerns prior to treatment. Reflexology is not a substitute for medical diagnosis or treatment.

Covid-19 & other illnesses

If you are feeling unwell or are experiencing symptoms of Covid-19, please do not come to the practice. If you need to cancel or reschedule an appointment with me due to feeling unwell, please do contact me on the mobile number above. I reserve the right to refuse treatment in the case of a client showing any signs of illness, including but not limited to fever, nausea, diarrhoea, infectious disease, undiagnosed pain or being under the influence of alcohol or drugs.

Home Visits

I do not offer home visits at present, but if you are unable to get to the clinic please do enquire as I may be able to make an exception.

Pregnancy and Maternity

I do not currently provide pregnancy and maternity treatments. If you are pregnant or if you think there is a chance you might be pregnant, please indicate this when completing my health questionnaire.

Treatments for Children

Please note that I do not provide treatment for children under the age of 18.

Gift Vouchers

Gift vouchers are available upon request and are valid for a period of 6 months from purchase. Gift vouchers are non-transferrable and cannot be exchanged for cash. Gift vouchers are non-refundable following the 14-day cooling-off period.

Visitors

I do not have waiting room to accommodate visitors accompanying clients and therefore all clients are required to attend their appointment alone.

Complaints & dissatisfaction

If you are dissatisfied with the treatment or service you have received, please contact Lizzie on the mobile number at the top of these terms.

Changes to terms

We may change these terms from time to time. We will notify you in the event of an update to these terms of business and provide you with a copy of the updated terms.

Private medical Insurance

I do not currently accept payment via private medical insurance providers. If you have any specific queries in this regard, please contact me.

Confirmation

By signing these terms and conditions, I confirm I have declared all medical conditions that may be relevant, consent to treatment and accept these terms.

Signed

Print name:

Date: