



## **Solely You Reflexology**

### **Terms & Conditions**

Last update 01.09.2025

## **Good Practice Policy for Solely You Reflexology**

I am a full member of the Association of Reflexologists (AoR). Being a full member of the AoR demonstrates that I have a nationally recognised Diploma in Reflexology.

### **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 my practice is kept up to date.
- I am compliant with GDPR data protection, please see my separate Privacy policy. Your information will remain confidential at all times.
- As a professional and highly qualified reflexologist with MAR status, I will provide you with the appropriate bespoke treatment and support.

## **1. Appointments**

- I understand that Solely You Reflexology does not claim to diagnose, cure, or prescribe and that Reflexology should not be used as an alternative to seeking medical advice.
- I accept that, to the best of my knowledge, the information I give in any of my Consultation Forms (Initial, Facial, Hot Stone, Fire & Ice, Menopause Support) is a true and accurate reflection of my state of health.
- I give permission for Solely You Reflexology to carry out treatments. I accept the full responsibility and risks of undertaking treatments.
- I understand Solely You Reflexology keeps treatment records under GDPR to help maximise the benefits of my treatments. I consent to my records being held. I understand I can find more details of how my records will be stored at [syreflexology.co.uk](https://syreflexology.co.uk) privacy policy section.

I have health requests of my clients as follows:

- 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 develop any fungal, viral, or contagious infections then please contact me as we may need to postpone your appointment.
- Please notify me of any significant change to your health conditions, such as newly diagnosed conditions or changes to your medication or treatment regime, as this could impact the treatments you can receive ongoing.

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

- My fees are as follows, they are payable in full at the time of treatment. Please note the below fees do not include the 10% keyworker discount.

List of charges:

- Facial Reflexology 30 mins £40
  - Facial Reflexology 60 mins £55
  - Zone Face Lift £79
  - Fire & Ice Facial Reflexology 30 mins £44
  - Fire & Ice Facial Reflexology 60 mins £59
  - Fire & Ice Face Lift 75 mins £84
  - Classic Foot Reflexology 30 mins £35
  - Classic Foot Reflexology 60 mins £50
  - Classic Foot Reflexology 90 mins £65
  - Classic Hand Reflexology 30 mins £35
  - Classic Hand Reflexology 60 mins £50
  - Hot Stone Sole Sanctuary 30 mins £39
  - Hot Stone Sole Sanctuary 60 mins £54
  - Hot Stone Sole Sanctuary 90 mins £69
  - Hot Stone Palm Sanctuary 30mins £39
  - Hot Stone Palm Sanctuary 60 mins £54
  - Lotus Rejuvenation 20 mins £25
  - Lotus Rejuvenation 40 mins £42
  - Lotus Rejuvenation 60 mins £59
  - Lotus Rejuvenation 80 mins £74
  - Reflexology Lymphatic Drainage Foot 60 mins £50
  - Neuroflexology Foot 30 mins £35
  - Menopause Support Reflexology 60 mins £50
  - Structural Foot Reflexology 105 mins £84
  - Ultimate Zen 90 minutes (Cranial, Face, Foot, Hot & cold stones) £89
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- To qualify for the 10% keyworker discount you will be asked to provide proof no older than 6 months old of employment in these sectors. This can be a Blue Light card, payslip, or identity badge. I reserve the right to choose to use discretion regarding the application of any discounts if evidence as stated is not provided.
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- I will release occasional seasonal or limited time offers, details of which will be released on my Facebook and Instagram pages. Please note that only one discount can be used at a time. The greatest discount will always be applied if two exist at once. For example, if you qualify for the 10% keyworker discount and there is a limited time 15% summer discount then only the 15% summer discount will be applied, and **not** the combined total of the discounts of 25%.

## 3. Cancellation and Late attendance Policy

- When booking online we ask you to provide bank card details to secure your booking. This is in the event of a cancellation/missed appointment. **Please note payment is not taken at time of booking online when you provide your card details, it only secures your booking.** If you do not provide a bank card then your treatment cannot be guaranteed. If you cannot or do not wish to provide these details please contact me asap. If you then fail to attend or cancel as detailed below we will ask for the appropriate % cost from the card details given. By booking in you consent to this.

- I have a 48 hour cancellation policy. If you cancel your treatment/appointment with less than 48 hours notice you will be expected to pay 50% cost of the treatment within the next seven days. This is because my business is dependent on the number of clients I can see in my clinic hours. This fee will also be required to be settled prior to any future bookings.
- If you do not attend your appointment and no notice is given, or notice is given after your appointment time, then you will be expected to pay 100% cost of the treatment within the next seven days. This is because my business is dependent on the number of clients I can see in my clinic hours. This fee will also be required to be settled prior to any future bookings.
- Please note the cancellation fee also applies to rescheduling of any treatment that occurs within 48 hours from the initial treatment time. For example, an appointment is made for a Thursday at 2pm. The treatment is then rearranged to Sunday. This rearrangement happens on that Thursday at 1pm. As such, a cancellation fee of 50% still applies as less than 48 hours notice was given.
- If you arrive late to your treatment/appointment then your treatment time will be reduced to compensate for this but full payment will be expected. This is so other clients treatments/appointments are not affected. As such, I recommend arriving 10 minutes early to your treatment/appointment where possible.

#### **4. Loyalty Scheme**

- You are offered on your sixth paid visit a complementary/free 20 minute treatment to thank you for your continued loyalty (please note you must have attended a minimum of 5 treatments in the last 6 months to qualify). You can choose between a 20 minute Lotus Facial Rejuvenation Treatment or 20 mins Cranial Reflexology. This loyalty treatment must be taken on your sixth visit. It cannot be postponed or arranged for a separate occasion. If you do not take advantage of the complementary treatment on your sixth visit you will lose it and your number of sessions that counts towards the complementary treatment will return to zero.

#### **6. Vouchers**

- I supply the option to buy vouchers for treatments. These may be given as gifts. E-vouchers are available on my business Fresha page accessible via [syreflexology.co.uk](http://syreflexology.co.uk) or paper vouchers can be purchased by contacting me directly. You will need to confirm : To , From, Amount or Treatment, and Address to post voucher to if relevant.
- Full payment is needed before vouchers can be issued.
- Vouchers last 6 months from date of purchase. Any vouchers not used by the expiry date cannot be honoured.

- These treatments can be booked during my normal working hours with no restrictions.

## **7. Use of background music**

- I only play Royalty free music within my business and therefore I am not required to have The Music Licence. Unless you are in your own home, I am unable to play your preferred music selection.

## **8. The use of Face Coverings**

- I chose to use discretion regarding the wearing of face coverings.

**End of Document**

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