

Terms and Conditions 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 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 these Terms and Conditions.
- Before you attend for your treatment, you'll be asked to complete a consultation and provide any relevant health or lifestyle information. You confirm that to the best of your knowledge, the information you provide is accurate and reflects your current health and circumstances.
- You understand that Solely You Reflexology does not diagnose, cure, or prescribe and that Reflexology should not be used as an alternative to seeking medical advice.
- By proceeding with treatment, you confirm that you have provided all relevant information and consent to receiving the agreed treatment.
- Solely You reflexology has the health requests of clients as follows:
 - If you are unwell or have symptoms of a potentially contagious illness, please contact me before your appointment. Depending on the circumstances, your appointment may need to be postponed.

- 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.
- 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.
- 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.

2. Fees

- The fees are as follows, they are payable in full at the time of treatment.
- List of charges:
 - Cranial Reflexology 20 mins £25
 - Lotus Facial Rejuvenation 20 mins £25
 - Neuroflexology 30 mins £35
 - Facial Reflexology 30 mins £40
 - Facial Reflexology with Hot & Cold Stones add on 30 mins £44
 - Cranial Reflexology 30 mins £40
 - Classic Foot Reflexology 30 mins £35
 - Classic Hand Reflexology 30 mins £35
 - Classic Hand Reflexology with Ongoing Aromatherapy add on 30 mins £42
 - Reflexology Lymphatic Drainage 40 mins £39
 - Lotus Facial Rejuvenation 40 mins £42
 - Facial Reflexology 60 mins £55
 - Facial Reflexology with Hot & Cold Stones add on 60 mins £59
 - Cranial Reflexology 60 mins £55
 - Classic Foot Reflexology 60 mins £50
 - Classic Foot Reflexology with Ongoing Aromatherapy add on 60 mins £57
 - Lotus Facial Rejuvenation 60 mins £59
 - Classic Hand Reflexology 60 mins £50
 - Classic Hand Reflexology with Ongoing Aromatherapy add on 60 mins £57
 - Menopause Support Reflexology 60 mins £50
 - Menopause Support Reflexology with Ongoing Aromatherapy add on 60 mins £57
 - Reflexology Lymphatic Drainage 60 mins £50
 - Reflexology Lymphatic Drainage with Ongoing Aromatherapy add on 60 mins £57
 - Preconception, Pregnancy & Post Natal Care Reflexology 60 mins £50
 - Classic Foot Reflexology with Hot Stones add on 75 mins £61
 - Classic Foot Reflexology with Crystal add on 75 mins £61
 - Classic Foot Reflexology with New Aromatherapy add on 75 mins £64
 - Classic Hand Reflexology with New Aromatherapy add on 75 mins £64
 - Menopause Support Reflexology with New Aromatherapy add on 75 mins £64
 - Reflexology Lymphatic Drainage with New Aromatherapy add on 75 mins £64

- Zone Face Lift 75 mins £79
- Zone Face Lift with Hot & Cold Stones add on 75 mins £84
- Lotus Facial Rejuvenation 80 mins £74
- Classic Foot Reflexology with Ongoing Aromatherapy add on 90 mins £77
- Healing Zen 90 mins £89
- Classic Foot Reflexology with Hot Stones add on 105 mins £81
- Classic Foot Reflexology with Crystal add on 105 mins £81
- Classic Foot Reflexology with New Aromatherapy add on 105 mins £84
- Structural Reflexology 120 mins £97

- Fees are either payable in advance or in full at the time of treatment.
- I reserve the right to use discretion regarding the application of any discounts.
- Payment is by Card only using a Card Reader.

3. Cancellation Policy

- I have a 48 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 48 hours notice. This will allow me the option to re book the time slot with someone on the waiting list.
- Less than 48 hours notice may result in a fair-use fee of 50% of the usual treatment cost. This fee will 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 seven days. 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. 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 www.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 the voucher to if relevant.
- Full payment is needed before vouchers can be issued.
- 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 one year from date of purchase.

5. Loyalty Scheme

- As a thank you for your continued loyalty, on your eighth paid visit you will receive an additional complimentary treatment or selected add-on alongside your booked and paid treatment. The eight paid visits must take place within a 12-month period to qualify.
- You can choose one of the following complimentary treatments:
 - 20 mins Lotus Facial Rejuvenation Treatment
 - 20 mins Cranial Reflexology Treatment
- Alternatively, you can choose one selected add-on:
 - Hot Stones
 - Crystal Healing & Chakra Balance
 - New Aromatherapy

Please note: Add-ons can only be applied to treatments with which they are compatible.
- This additional treatment or add on must be taken at your eighth visit and can't be carried forward. If it's not used at that appointment, it will lapse and the loyalty count resets.

6. 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.