



## Terms & Conditions

# Good Practice Policy for Anna Knight Reflexology and Wellness

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 AoR status, I will provide you with the appropriate bespoke treatment and support.

### 1. Appointments

I have health requests of my clients as follows:

- If you are feeling unwell, please contact me as we may need to postpone your appointment. If you arrive for your appointment and are clearly unwell I reserve the right not to treat.
- 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.

Access to homes:

- I will require easy access to the home I am treating you in and a parking space. If a permit is needed to park at your home, you will be required to purchase one on my behalf for the duration of the appointment

Pets:

- In order for you to get the most out of your treatment and for me to be able to treat you safely and effectively, any pets must be kept out of the



room in which the treatment is taking place for the duration of the appointment.

- Any exceptions to this (ie guide dogs, therapy pets) will be at my discretion and I reserve the right to not treat if deemed inappropriate to do so. I will need notice of any pets in the home at the point of booking.

## 2. Fees

- Mobile treatment fees are either payable in advance as part of a treatment package or in full at the time of treatment.
- Treatments at the Upminster Sanctuary require a deposit which becomes non-refundable if apt is cancelled with less than 24hrs notice.
- Fees:
  - Initial consultation and treatment, up to 1hour 40mins, includes 55min treatment, feedback and treatment plan  
Mobile: £50  
Upminster Sanctuary: £75 (£30 deposit at time of booking)
  - Follow up treatments 1 hour, includes 45mins treatment and feedback  
Mobile: £50  
Upminster Sanctuary: £65 (£20 deposit at time of booking)
  - Foot and Hand Combo 90mins treatment  
Mobile: £70  
Upminster Sanctuary: £85 (£30 deposit at time of booking)
  - Children and Young People up to age 16 yrs, 1 hour apt includes consultation, 30-40mins treatment and feedback  
Mobile: £30  
Upminster Sanctuary: £45 (£15 deposit at time of booking)
- Discounts:
  - 10% discount for NHS workers, proof of ID to be presented at initial appointment, without evidence the full fee will be charged
  - 10% discount when two people from the same household book appointments for the same day, one after the other
  - 5% discount for block bookings (4 appointments) to be paid in full at first appointment
  - I reserve the right to choose to use discretion regarding the application of any discounts

## 3. Cancellation Policy

- I have a 24 hour cancellation policy. If you are unable to make a previously arranged appointment I request that you provide me with at



least 24 hours notice. This will allow me the option to re book the time slot with someone on my waiting list.

- Less than 24 hours notice may result in a fair-use fee of;

Mobile treatments: 40% of treatment price due at point of cancellation. This fee will be required to be settled prior to any future bookings.

Upminster Sanctuary treatments: The deposit paid at the time of booking becomes non-refundable.

#### 4. Treatment packages

- I offer the option to book a package of 4 treatments. These are provided at a reduced price as they are paid for in advance.
- The offer is 5% discount for block bookings (4 appointments) to be paid in full at first appointment
- These treatments can be booked during my normal working hours with no restrictions.
- These treatments are paid in advance and are fully flexible with 24 hours notice on cancellation.
- These treatments are non-refundable.
- These treatments have to be used within 6 months
- Where an appointment is booked and missed, my cancellation policy above will apply and a proportion of the treatment will be deducted from those remaining.

#### 5. Vouchers

- Gift Vouchers can be purchased in exchange for treatments or to go towards the cost of a treatment.
- Vouchers are available for purchase in amounts of £15, £20, £25, £30, £50
- These treatments can be booked during my normal working hours with no restrictions.
- Where an appointment is booked and missed, my cancellation policy above will apply
- These vouchers are fully flexible with 24 hours notice.
- These vouchers are non-refundable.
- These vouchers are required to be used within 6 months of purchase



## **6. Use of background music**

- I only play Royalty free music within my business. Unless you are having a treatment in your own home, I am unable to play your preferred music selection.

## **7. Complementary and Natural Healthcare Council**

- I have chosen to be regulated by the CNHC, my choice to be voluntarily regulated and the extra requirements of me are explained on the CNHC website. <https://www.cnhc.org.uk/>

## **8. Special Treatment License**

- As a member of the AoR, working under their high standards, I am exempt from requiring a Special treatments licence working within the Greater London Boroughs.
- I do not require a license as a mobile therapist