



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

- Treatment fees are payable in full at the time of the treatment, unless booking a treatment package which requires payment in full at the point of booking.
- Up to date prices for treatments are available on my website.
- Initial appointments are up to 1hour 30mins and include a free consultation, a full treatment as booked, feedback and treatment plan.
- Follow up treatments include a brief review, full treatment as chosen, feedback and treatment plan.
- Discounts:
- There may be offers available for limited time periods – these will be advertised on social media pages, in my newsletter and on my website and will have beginning and end dates.
- 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 48 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** will result in **full payment** of the scheduled treatment at the point of cancellation. This fee will be required to be settled prior to any future bookings being accepted.

4. Treatment packages

- I offer the option to book a treatment package. These are provided at a reduced price as they are paid for in advance.
- The offer is 10% discount for block bookings (available in blocks of 4, 6 or 8) 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.
- Package of 4 treatments have to be used within 8 months
- Package of 6 treatments have to be used within 10 months
- Package of 8 treatments have to be used within 12 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 the full price of a chosen treatment.
- 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. Special Treatment License

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