



Solely You

REFLEXOLOGY

Solely You Reflexology

Terms & Conditions

Last update 15.03.2024

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 my Consultation Forms (Initial, Facial, Hot Stone, 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 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 foot 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% Blue Light, Military, or Education discount.

List of charges:

- Basic Facial Reflexology £35
- Advanced Facial Reflexology £60
- Zone Face Lift £75
- Classic Foot Reflexology 30 mins £30
- Classic Foot Reflexology 60 mins £45
- Classic Foot Reflexology 90 mins £60
- Classic Hand Reflexology 30 mins £30
- Classic Hand Reflexology 60 mins £45
- Hot Stones add on (Hand and Foot) £5
- Reflexology Lymphatic Drainage Hand/Foot £45
- Neuroflexology Hand/Foot £30
- Menopause Support Reflexology £45
- Zen Anxiety Relief Face & Foot or Face & Hand £60

- To qualify for the 10% Blue Light, Military, and Education 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.

3. Cancellation and Late attendance Policy

- I have a 24 hour cancellation policy. If you cancel your treatment/appointment with less than 24 hours notice you will be expected to pay the full 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 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 5 minutes early to your treatment/appointment where possible.

4. Treatment packages

- I offer the option to book a package of treatments. These are provided at a reduced price as they are paid for in advance.

Treatment Packages are:

- Zone Face Lift 6 weeks £375
- Zone Face Lift 12 weeks £725
- Zen Anxiety Relief 6 weeks £289

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

- Treatment packages must all be used within 6 months from date of purchase. Failure to book all treatments included in the package within this timescale will result in treatments not used being lost.
- Where a treatment/appointment as part of a treatment package is booked and missed, my cancellation policy above will apply and the full amount of a single treatment will be deducted from those remaining.

5. 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 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.

6. 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.

7. The use of Face Coverings

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

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