



Business Terms & Conditions

Good Practice Policy for Mandy Spurr Clinical 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 have health requests of my clients as follows:

- If you have symptoms of a contagious illness, eg 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.
- 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 either payable in full at the time of treatment or in advance as part of a treatment package.

- Up to date charges for individual treatments are published on my website:
www.reflexologywithmandy.co.uk
- Payment for treatments is accepted by cash at the time of treatment or bank transfer.
- Fees for Corporate/Workplace wellbeing days will be quoted in advance - please enquire.
- Where workplace based reflexology services are chargeable to the business engaging my services, fees are payable against an invoice raised to the company on completion of services.

3. Cancellation Policy

- I have a 24 hour cancellation policy. My business is dependent on the number of clients I can see in my clinic hours. Therefore if you are unable to make a previously arranged appointment please 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 100% of my usual treatment cost. This fee will be required to be settled prior to any future bookings.

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.
- 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 and an amount will be deducted from those remaining.
- These treatments are paid in advance and are fully flexible with 24 hours' notice.
- These treatments are non-refundable.
- These treatments have to be used within 6 months.

5. Vouchers

- I supply the option to buy vouchers for treatments. These may be given as gifts.
- 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 and a proportion of the treatment will be deducted from those remaining (if applicable).
- These treatments are paid in advance and are fully flexible with 24 hours' notice
- These vouchers are non-refundable.
- These vouchers are required to be used within 6 months. The expiry date always will be clearly stated on the voucher.

6. Use of background music

- I only play Royalty free music within my 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.

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