

# Terms & Conditions for R&R Wellbeing

1. Rebecca Atkin and Rachel Jackson are full members of the Association of Reflexologists (AOR), this demonstrates that they have completed a quality, nationally recognised Diploma in Reflexology and have support from the AOR.

2. As AOR members we are bound:

- By the AOR Code of Practice and Ethics
- We are compliant with GDPR data protection, please see the separate Privacy policy which is available upon request.

3. Appointments & Payments:

- When making an appointment you agree to the Terms and Conditions.
- Fees are payable in full at the time of treatment or in advance as part of a treatment package. See the list of Fees above.
- Payment can be made via cash, card or bank transfer.

4. Cancellation Policy

- We have 48 hour cancellation policy, less than 48 hours notice which must be provided during normal working hours (Monday to Friday 9am to 6.30pm) or non-attendance may result in a 50% fee of the treatment cost being applicable, this fee will be required to be settled prior to any future bookings.
- Where an appointment is booked and missed the cancellation policy will apply.

- Where an appointment is part of a block booking and 48 hours notice of cancellation is not provided as noted above, the number of treatments as part of the block booking will be reduced for each missed treatment with no refund being applied.

5. Block Bookings must be used within a six month period with appointments being agreed with the therapist.

6. Gift vouchers are available upon request and are non-refundable. The gift vouchers must be used within a six month period from the date of issue (as noted on the gift voucher).