

## Terms and Conditions

### **TREATMENT DELIVERY**

It is your responsibility to inform me via the questionnaire, emails, calls or text messages of any health conditions that you have that might affect others, or that might affect your ability to receive my services.

Should you or I feel that the session(s)/treatment(s) are not proving to be beneficial toward the overall goal of improved wellbeing for yourself, I reserve the right to change or withdraw therapy services to you. This shall be clearly communicated with you and a discussion shall ensue as to the continuation of pre-scheduled treatments. Your safety, health and wellbeing is of utmost importance to me, and I will make every effort to refer or signpost you to correct help.

### **FEES**

Clients should expect an invoice to be sent to their email addresses up to 24 hours after a session has been given. You will receive an invoice from Flo's Centre.

Full payment of the booking is required within one week of the session. This can be paid online via the invoice that shall be emailed to you, or payment can be taken by card after treatment has been performed.

For Closing with Intention Ceremonies or other home visits, travel fees are calculated at 50 cent per kilometre, rounded to the nearest km from 3959 BA postcode. Any parking fees, toll fees or congestion charges are covered by the client. This term is set unless otherwise agreed beforehand.

### **CANCELLATION & NO SHOW POLICY**

You have the right to cancel your appointment with me up to 48 hours in advance.

Less than 48 hours notice of cancellation shall result in a fee due to costs incurred. The three exceptions to this policy are:

1) In the case of coronavirus infection for yourself, myself, or anyone living in our households. Test results will be required as proof of coronavirus presence for the deposit to be refunded.

2) In the case of an emergency situation where yourself, immediate siblings, parents or dependents are in critically ill condition.

3) You are in labour and are unable to make contact in time.

If a client is not home/present at the treatment location when I arrive, or if a client arrives late to a session, I shall wait up to 15 minutes for the client to arrive. If the treatment is able to go ahead, the 15 minutes will have to be deducted from treatment time, without recourse to refund for the equivalent of that time. If the client is a no-show, the client shall be required to pay the balance of their fee.

### **CONFIDENTIALITY**

All information (documented or verbal) that you share with me is bound by the principles of confidentiality set forth by the the General Data Protection Regulation (GDPR). See the Privacy policy for more information.

### **LIABILITY**

A copy of my insurance certificate is available to you upon request. Despite this, it is as much your responsibility to exercise duty of care toward yourself and your own personal safety as it is mine. You will need to ensure you are mentally, physically and emotionally able to engage in the sessions, or seek advice as to whether my treatments will be suitable for you.

### **CONTACT WITH DOCTOR OR SPECIALIST**

In case of serious complaints you should (continue to) consult your doctor or specialist and that the additional support is not intended to replace your existing regular medication.

### **BEHAVIOUR & CONDUCT**

I will not tolerate any form of aggressive or inappropriate behaviour – whether that is expressed in the form of words, body language or tone of voice. Any such behaviour will be addressed and if not rectified immediately could result in immediate termination of your session without recourse to refund.

Being under the influence of recreational drugs and alcohol is a total contraindication for treatment.

Booking a session with me confirms that you have read and agree with all of the above Terms and Conditions.