

TERMS AND CONDITIONS

All treatments provided by Caroline will last for the specified duration purchased. i.e. a 60 minute treatment will last 60 minutes. Clients who arrive late for their appointment or who wish to finish their session early must pay in full and cannot expect any missed time to be made up outside of their allocated time slot.

All new clients will be required to complete a consultation form prior to their treatment, typically sent out by email. This will enable Caroline to find out more about your needs and how to tailor a treatment for you in advance. If any of the information provided on the consultation form changes, you must inform Caroline prior to the commencement of any treatments.

Treatments will only be conducted if Caroline deems the treatment safe for the client to receive. Clients presenting with symptoms of acute infection or illness on the day of their session will be unable to receive treatment, both for their own protection and that of the therapist. Examples include a heavy cold, flu, stomach upset, high temperature and the sudden onset of a severe headache.

GP / Consultant permission may be required before treatments can be provided.

Clients with disabilities must discuss their support needs with Caroline prior to booking a treatment.

Treatment provide by Caroline should not be used in place of conventional medical care. Always consult your GP or a healthcare professional for medical attention and advice. Caroline is not a qualified general medical practitioner and any views or opinions expressed on topics outside of her acknowledged training should be treated purely as that and must not be acted upon before consulting your own GP or healthcare professional.

Caroline does not assume or accept responsibility for a clients' healthcare needs. Any therapies you may undertake are done so voluntarily by you

Cancellation Policy

A booking is confirmed once Caroline and the client have both agreed a date and time for a treatment or it has been booked online though www.eatnourishlove.com website and a non-refundable deposit has been secured.

Cancellations can be made by email, telephone or SMS text

If a cancellation is made more than 24 hours before a treatment, the client will be able to re-arrange the appointment with Caroline.

If a cancellation is made within 24 hours of the treatment, the treatment charge will apply and an invoice payable within 7 days will be issued by Caroline to you. In the case of the booking being made on the basis that it will be paid for using Caroline Gift Vouchers, the Gift Vouchers will be deemed to have been used and will no longer have any value.

Caroline has the right to cancel a treatment without notice if the room or environment is unsuitable for the treatment to be provided, or if taken ill.

Caroline has the right to cancel a treatment without notice if the client is intoxicated or inebriated. Payment for the treatment will still be due.

Caroline commits to rearranging treatments to a new time and date within two weeks of the cancelled treatment where possible.

Vouchers

Gift Vouchers can be used as payment towards any available, advertised treatments. These must be redeemed within 6 months of purchase.

If you intend to pay for a treatment using Caroline Gift Vouchers, this must be stated when the booking is made.

Vouchers are only valid for one use.

If the whole amount of the voucher is not used, the remaining value will no longer be valid. In exceptional circumstances it may be possible for another voucher for the remaining voucher sum to be issued at the discretion of Caroline.

Vouchers are only valid up to and including the expiry date.

Refunds are not available for vouchers already paid for and issued.

Payment

A £25 non-refundable deposit is required prior to your appointment which can be done online or over the phone. Caroline accepts payment in cash or by card at the end of the treatment.

If you book 4 sessions in advance these must be booked and used within a 6 month period.

Privacy

Client treatment details will not be discussed with anyone other than the client unless the client is under the age of 18 or has a care worker or guardian.

Consultations will only be discussed with the client unless the client is under the age of 18 or has a care worker or guardian.

Consultation Forms and treatment notes will be kept on file, securely by Caroline. All clients must complete a consultation form prior to receiving Caroline treatments.

By signing the consultation form, clients are giving Caroline permission to hold records and data about them.

Personal information will not be shared with any third parties.

Young Clients

Clients under the age of 18 must be accompanied by an adult.

The adult must give permission for the treatment to be performed.

The adult must co-sign the client's consultation form.

The adult must be present in the room throughout the treatment.

Inappropriate Behaviour

Caroline has the right to terminate a treatment immediately if the client demonstrates inappropriate behaviour

Payment will be collected for the full treatment price, provided more than 10 minutes has been spent massaging the client

If the therapist is unable to collect money before leaving, an invoice will be sent to the client's address.

Complaints Procedure

If a client wishes to make a complaint about Caroline, this must be emailed to Caroline info@eatnourishlove.com. Complaints must include the date and location of the incident, the full name of the complainant, details of the complaint and a desired outcome following the complaint.

All complaints will be taken very seriously, and a response will be provided within 28 days.

Liability & Insurance

The Client acknowledges that the Massage Therapist is an independent contractor and not an employee of HOAW and that any liability as to the provision of a Treatment is between an Individual and the Massage Therapist.

Law

This Agreement shall be subject to English Law and the sole jurisdiction of the English Courts.