

Terms & Conditions

Lovely Feet Reflexology

These terms and conditions outline the agreement between you (“the client”) and Lovely Feet Reflexology (“the practitioner”) when booking and receiving reflexology treatments.

1. Services Provided

Lovely Feet Reflexology offers mobile reflexology treatments in the comfort of your home. All treatments are complementary therapies intended to support wellbeing and are not a substitute for medical advice, diagnosis, or treatment.

2. Appointments & Bookings

- Appointments can be made via phone, text, or email
- By booking an appointment, you agree to these Terms & Conditions
- You must be 18 or over to book a treatment, or have parental/guardian consent

3. Health & Medical Disclosure

- Clients must provide accurate and up-to-date health information prior to treatment
- It is your responsibility to inform the practitioner of any medical conditions, injuries, or changes in health
- The practitioner reserves the right to refuse or modify treatment if it is not safe to proceed

4. Mobile Appointments (Home Visits)

- Clients must provide a safe, clean, and suitable space for treatment
- Adequate access and parking (where possible) should be provided
- The practitioner reserves the right to leave or refuse treatment if they feel unsafe or uncomfortable

5. Payment

- Payment is due at the time of the appointment unless otherwise agreed
- Accepted payment methods: cash or bank transfer
- Prices are subject to change, but you will be informed in advance

6. Cancellation Policy

- At least 24 hours' notice is required to cancel or reschedule an appointment
- Late cancellations or missed appointments may be charged at full price
- The practitioner understands emergencies and will use discretion where appropriate

7. Late Arrival

- If you are late, your treatment time may be shortened to avoid impacting other clients
- Full payment may still be required

8. Confidentiality

All personal and health information is treated as strictly confidential and handled in accordance with UK GDPR. Please refer to the Privacy Policy for full details.

9. Liability

- Reflexology is a safe, non-invasive therapy; however, results may vary between individuals
- The practitioner is fully insured but cannot be held liable for any undisclosed medical conditions or adverse reactions where full information was not provided

10. Professional Boundaries

- The practitioner maintains professional standards at all times
- Any inappropriate behaviour will result in immediate termination of the session and refusal of future services

11. Changes to Terms

Lovely Feet Reflexology reserves the right to update these Terms & Conditions at any time. The latest version will always be available on the website.

12. Contact

If you have any questions about these Terms & Conditions, please contact:

Lovely Feet Reflexology

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