

## **Samantherapy Terms and Conditions**

### **Appointments**

All treatments require the completion of a New Client Intake Form prior to attending your first appointment. Full payment is currently required in advance on booking.

Please arrive promptly, at the time for your scheduled appointment and follow the procedures for Covid-19. Arriving late will result in a reduced treatment time or cancellation with no refund due.

### **COVID-19 Symptoms**

If you have any symptoms of COVID-19 below, however mild, you should stay at home and reschedule your appointment within the cancellation terms below.

- Have you had the recent onset of a new continuous cough?
- Do you have a high temperature?
- Have you noticed a loss of, or change in, normal sense of taste or smell?

### **Consultations**

A confidential consultation 'Client Health Questionnaire' is required before the first treatment. Information from the consultation helps us to ensure appropriate and safe practice can be applied to your treatments and should also be updated when appropriate. It is also your responsibility to inform Samantherapy of any changes to your wellbeing so that we can ensure that treatments you receive are appropriate.

### **Medical Conditions**

Samantherapy reserves the right to cancel your treatment should you fail to disclose any medical condition which may not be appropriate for treatment or may require written consent from your GP/Consultant, including COVID-19 and pregnancy, or any other condition you are being treated for.

### **Payment Policy**

To confirm a booking Samantherapy requires that all treatments must be paid in full at the time of booking. For safe practice, we are unable to accept cash payments, unless by prior agreement, for Covid-19 safe practice but can accept online payment for credit or debit cards

### **Cancellation Policy**

- Cancellations made up to 48 hours or more in advance of the appointment will receive a 100% refund or full credit towards a future appointment.
- Cancellations made up to 24 hours in advance of the appointment will receive a 50% refund or full credit towards another appointment.
- If you cancel less than 24 hours in advance, arrive too late or miss your appointment it will be taken as a 'no-show' and no refund will be due.
- If Samantherapy is unable to confirm your requested appointment or has to cancel your appointment for any reason, you will be contacted as soon as possible prior to your booking to arrange an alternative appointment or refund.

### **Refunds**

Clients should ensure that they are satisfied with their treatment before leaving the premises. Refunds after leaving the premises will not be given. Please accept it may take several working days for your refund to be processed.

### **Gift Vouchers**

Vouchers are valid for one year from date of purchase and are non-refundable or valid beyond the expiry date. If lost, vouchers can only be reissued with proof of original purchase. Vouchers must be redeemed at the time of booking the appointment and cannot be used as payment for any pre-existing booking.

**Data Security**

Consultation and personal information will be in the strictest confidence and kept secure. Samantherapy will only use this information to ensure clients receive the appropriate treatments and care.

From time to time Samantherapy may send out newsletters informing you of exclusive offers news or events you may be interested in. You have the right to unsubscribe at any time. Your email address is only available to Samantherapy and will not be shared with any third parties. You have the right to inspect, or request Samantherapy correct or delete any information held about you.

Please see our website for our full privacy policy

**Price Alteration**

Samantherapy reserves the right to alter prices without prior notice.

These terms and conditions are subject to change at any time and without notice.

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