

**Contents of Terms and Conditions:**

**Booking Policy** Page 1  
**Treatment Prices** Page 2  
**First Time Client Booking** Page 2  
**Booking Fee** Page 2  
**Cancellation Policy** Page 2  
**Appointment Time and Late Arrivals** Page 2  
**Consultation Forms** Pages 3  
**Right to Refuse** Page 3  
**Zero Tolerance Policy** Page 3  
**Age Restrictions for Treatment** Page 3, 4  
**Medical Conditions and Contra-Indications (Including Allergies)** Page 4  
**Pregnancy Policy (Including Breastfeeding)** Page 4  
**Complaints Procedure** Page 4

When visiting Creating Harmony Holistic Therapies, please be aware of our Policies including the **Cancellation Policy**. If you have any questions, please Contact Tamara Smyth on 07799211091 or via email: [info@creatingharmonytherapies.uk](mailto:info@creatingharmonytherapies.uk)

**Booking Policy**

As Creating Harmony Holistic Therapies is based at Cripps River Spa in East Huntspill, there is a choice of ways to book with us.

**Cripps River Spa** – The easiest and most convenient way to book an appointment with Creating Harmony Holistic Therapies at Cripps River Spa is to book online. Details for booking a therapy treatment can be found on our own website: [www.creatingharmonytherapies.uk](http://www.creatingharmonytherapies.uk) where the online booking option is available. Online Booking is available 24/7 so you have easy access to our diary, whenever suits you. You can also book Spa Packages through the same booking website. If you have any questions regarding Spa Packages please contact **Leah**, owner of Cripps River Spa at Cripps Farm. Her telephone number is: **01278 783762**.

You will receive an email confirming registration to SimplyBook.me and for your Chosen Appointment. You will also receive an email reminding you of your appointment 24 hours before.

If for whatever reason you cannot make your appointment you can either **cancel through our Online Booking System or by contacting Tamara directly on the following details below**. Confirmation emails are generated by the Booking System so any correspondence sent to those will not be received by Tamara.

**Contacting Tamara Directly** – you can contact Tamara directly on 07799211091. As we are based in a rural location, signal is not always reliable, so if Tamara misses your call, she will aim to return your enquiry as soon as possible. Please leave a voicemail with your name, number and message or a text message if you prefer. Due to high numbers of Scam Phone Calls recently, Tamara will no longer return calls of telephone numbers who do not leave any form of message. You can also contact her via text message (on the same number) and email: [info@creatingharmonytherapies.uk](mailto:info@creatingharmonytherapies.uk).

Social Media platforms are also available to contact:

Facebook: @creatingharmonyholistictherapies

@CrippsRiverSpa

Instagram: @creatingharmonyholistictherapy

***If you need to Cancel your Appointment for any reason please refer to our Cancellation Policy, outlined on Page 2.***

## **Treatment Prices**

Please be advised that Prices are under constant review due to rising industry costs and may change without prior notice.

## **First Time Client Booking**

Due to an increasing number of 'No Shows' recently, Tamara has regrettably had to implement this policy for first time clients. To secure your initial booking at Creating Harmony Holistic Therapies, first time clients are required to pay for the treatment in full. If you need to cancel for any reason, please contact Tamara at least 24 hours prior to your appointment to reschedule. This does not apply to Cripps River Spa Package Bookings.

Tamara will contact you on the same day wherever possible with details of how to pay. Payments need to be received within 48 hours to secure booking, otherwise it will be cancelled.

## **Booking Fee**

Although non-refundable Booking Fees are not required for returning clients, where appropriate due to various cases of last-minute cancellations by Individuals, Tamara has the right to request payment for treatments in full upon Booking, on a case-by-case basis. Tamara has a right to retain this fee for any missed appointments without 24 hours' notice.

## **Cancellation Policy**

Tamara at Creating Harmony Holistic Therapies appreciates that schedules change, and life happens and is flexible and accommodating to these changes. However, due to a number of 'No Shows' and very late cancellations, it is with regret that a Cancellation Policy is now in place. This has been implemented to safeguard the business. Please read the Cancellation Policy Terms below:

If you are unable to attend your appointment, you can reschedule or cancel by:

- Rescheduling/cancelling online – if you have made an online booking, you are able to do this.
- By contacting Tamara directly via phone: 07799211091. Email: [info@creatingharmonytherapies.uk](mailto:info@creatingharmonytherapies.uk) or via Facebook Instant Messenger: @creatingharmonyholistictherapies

By giving as much notice as possible, you are allowing your appointment slot to be filled by another client.

Creating Harmony Holistic Therapies Cancellation Charges are as follows:

- Cancellation/Rescheduled appointment up to 24 hours before your appointment – no charge and any fees paid will be transferred to your rescheduled appointment.
- Cancellation/Rescheduled appointment less than 24 hours notice – 100% charge.

This payment will be requested by either payment link or bank transfer.

## **Appointment Time and Late Arrivals**

Please wherever possible, arrive as close to your treatment time as you can. If you find that you are delayed due to traffic or other circumstances, please contact Tamara or Cripps River Spa (via Facebook) directly to inform us. Wherever possible, Tamara will try her best to accommodate you, however this is not always possible without impacting on subsequent clients.

If you are more than 15 minutes late for your appointment, it might not be possible to carry out your treatment in full, however you will still be charged the full amount for your treatment.

## **Consultation Forms**

Consultation Forms are mandatory and **must** be completed before your treatment. They are a requirement for insurance purposes and allow Tamara to plan and adapt your treatment where necessary to accommodate any medical conditions, special dietary requirements, allergies etc.

There are many ways for you to complete a consultation form; if you book online a Consultation Form will be sent out to you with your appointment reminder, please fill this out wherever possible in advance. You can also visit [www.creatingharmonytherapies.uk](http://www.creatingharmonytherapies.uk) where you will find the form under the 'Consultation Form' Tab. You can access the form and fill it in 24/7 whenever suits you.

The completed Consultation Form will be sent through to Tamara directly. All of your information is handled in the strictest confidence. For more information on how your Personal Data is handled please refer to the **Privacy Policy** on our website.

Lastly, you can fill in a Consultation Form on the day of your treatment but please allow an extra 10 mins prior to your appointment to do this so your treatment can start promptly.

## **Right to Refuse**

Tamara has the right to refuse treatment for reasons including but not limited to:

- If an individual is under the influence of drugs or alcohol. This is to protect both the individual and Tamara.
- If during Consultation a medical condition/contra-indication is identified that will affect treatment and/or the end result of that treatment.
  - Any medical condition that is made aware to Tamara during consultation that she feels may be classed as a contra-indication that may affect that treatment, will be raised and discussed with the individual and the treatment where possible will be adapted. If the treatment cannot be carried out and a doctor's verbal or written consent is required Tamara will discuss details with you. This is in place to ensure client safety is paramount at all times.
- Any individual who demonstrates behaviour that makes Tamara feel uncomfortable, intimidated or disrespected will be asked to leave the premises and treatment will be refused. Verbal or physical abuse will not be tolerated. Creating Harmony Holistic Therapies is a safe environment for clients but also for Tamara, and this should be respected.
- An individual who is not the required age for treatment.

## **Zero Tolerance Policy**

Any individual who demonstrates behaviour that makes Tamara feel uncomfortable, intimidated, disrespected, or threatened will be asked to leave the premises and treatment will be refused. Verbal or physical abuse will not be tolerated. Creating Harmony Holistic Therapies is a safe environment for clients but also for Tamara, and this should be always respected.

## **Age Restrictions for Treatments**

Creating Harmony Holistic Therapies offers a wide range of treatments, which are not all suitable for under-age clients.

As a minimum for insurance purposes, the age for all treatments is 16 years of age. This is because the body is still developing and intense therapies such as massage are not recommended.

Any under-age client having a treatment **must** have a Chaperone present (e.g. a parent, guardian or responsible adult) during the treatment. This individual will also have to give written permission for the treatment to go ahead.

As a therapist, Tamara has a responsibility to ensure the safety and welfare of under-age and vulnerable clients. To do this Tamara must ensure that the treatments are safe and suitable for the client and that the client understands the nature of the treatment/service and wants to proceed.

### **Medical Conditions and Contra-indications**

If you have any medical conditions that you feel will affect treatment, please let Tamara know during consultation **before** your treatment has begun. A consultation form is a contractual document so if signed you are agreeing to all the information disclosed as a Client Declaration, so please disclose all relevant information.

If you are on any medication, please disclose this information **prior** to your treatment, especially if you are having body treatments, such as massage.

### **Allergies**

If you have any allergies to any ingredients such as nuts, seeds or fragrances i.e. Lavender, please inform us on booking and every precaution will be taken when setting up and selecting products for your treatment. Please be aware, that although all precautions will be taken, there may be traces of certain allergens such as Nuts and Seeds present in the treatment room. Dependant on severity, clients may be requested to sign an Allergen Disclaimer to confirm their understanding and that they are happy to proceed with treatment. If you carry an EpiPen, please ensure Tamara knows it's location.

### **Pregnancy Policy**

As mandatory practice, treatments can only be conducted after the first trimester (12 Weeks) during pregnancy. For safety, there is only one treatment that is offered at Creating Harmony Holistic Therapies: Pregnancy Massage. This treatment is specifically adapted to give comfort and relaxation for expectant Mothers. Verbal Consent **is** required from your Primary Medical Practitioner (such as a Midwife) prior to treatment taking place, and you will need to be prepared to sign a Client Declaration stating that Verbal Permission has been obtained. A thorough consultation will also be conducted.

If you are currently trying to become pregnant, please let Tamara know **before** your appointment/treatment has begun. For safety, Tamara treats all clients who are trying to become pregnant as pregnant to minimise any potential risks during the first trimester. To discuss this further, please contact Tamara directly.

### **Breastfeeding**

Please notify Tamara on booking if you are currently breastfeeding, as the couch will be set up with this in mind. Essential Oils cannot be used during this time as a safety precaution so alternatives will be selected.

### **Complaints Procedure**

At Creating Harmony Holistic Therapies, every care and attention is taken to ensure you have the best service and experience with every treatment.

If you do not feel that this was achieved or have suggestions for ways which Creating Harmony Holistic Therapies can improve, please contact Tamara Smyth directly on 07799211091 or via email: [info@creatingharmonytherapies.uk](mailto:info@creatingharmonytherapies.uk) to ensure improvements can be made to our services in the future.