

Terms and Conditions

Last updated: July 2026

Welcome to Hare Moon Holistic Therapies. By booking an appointment, you agree to the following Terms and Conditions.

Appointments

Appointments can be booked by telephone, email or via the website. Please ensure that the information you provide is accurate and up to date.

New clients will be asked to complete a confidential consultation form before their first treatment. This allows treatment to be tailored to your individual needs and helps ensure it is safe and appropriate.

Consultation and Treatment

Before your first appointment, a consultation and medical history will be completed. It is your responsibility to disclose any relevant medical conditions, injuries, medications, pregnancy or changes to your health before each treatment.

Reflexology is a complementary therapy and is not intended to replace medical diagnosis or treatment. I do not diagnose medical conditions, prescribe medication or advise clients to stop taking medication prescribed by a healthcare professional.

Where appropriate, you may be advised to seek advice from your GP or another healthcare professional before treatment.

Contraindications

Treatment may be postponed or declined if it is considered unsuitable or unsafe. This decision will always be made in the interests of your health and wellbeing.

Fees and Payment

Treatment fees are displayed on the website and are subject to change.

Payment is due at the time of your appointment unless otherwise agreed.

Accepted payment methods will be advised when booking.

Cancellation Policy

If you need to cancel or rearrange your appointment, please provide at least **24 hours' notice**.

Appointments cancelled with less than 24 hours' notice, or missed without notice, may be charged the full treatment fee at my discretion.

Repeated late cancellations or non-attendance may result in future appointments requiring advance payment or being declined.

Late Arrival

If you arrive late, your treatment time may need to be shortened to avoid delaying subsequent appointments. The full treatment fee may still apply.

Confidentiality

All personal and health information is treated as confidential and handled in accordance with my Privacy Policy and UK data protection legislation.

Information will only be shared where required by law or with your consent.

Professional Standards

As a member of the Association of Reflexologists (AoR), I work in accordance with the AoR Code of Practice and Code of Ethics and maintain appropriate professional insurance.

Clients are expected to treat their therapist with courtesy and respect. Any abusive, threatening or inappropriate behaviour will result in treatment being terminated immediately and future appointments may be refused.

Liability

While every effort is made to provide safe and effective treatments, no guarantees can be given regarding specific outcomes, as responses to reflexology vary between individuals.

Hare Moon Holistic Therapies accepts no responsibility for loss or damage to personal belongings brought to appointments.

Gift Vouchers (if applicable)

Gift vouchers are non-refundable and cannot be exchanged for cash. Expiry dates and any restrictions will be stated at the time of purchase.

Changes to These Terms

These Terms and Conditions may be updated from time to time. The latest version will always be available on the Hare Moon Holistic Therapies website.

Contact

If you have any questions regarding these Terms and Conditions, please contact:

Hare Moon Holistic Therapies

Email: hello@haremoonholistics.co.uk

Telephone: 07351213686