

Magic Hands : Calm Minds

Terms of Booking – Complementary Therapy



These booking terms apply to all Bowen and Reiki appointments and are supplementary to the Counselling Agreement which applies only to counselling clients.

1. **Bookings.** Clients can make bookings online at www.magichandscalminds.com, by telephone, text/WhatsApp message, email or in person at the clinic.
2. **Reminders.** I use an automated text messaging system to send appointment reminders to clients 48hrs before their booking. If you give me your mobile number I will add you to the system. However as technology is not 100% reliable, you are still responsible for remembering your appointment and arriving as scheduled.
3. **Punctuality.** If you're going to be late for your appointment, please let me know as soon as possible. If you are late the session will be correspondingly shorter. If you're more than 15 minutes late it may not be possible to carry out your treatment and you will be charged for a cancellation.
4. **Payment.** Payment is due at the time of treatment. You can pay by card or cash in the clinic, or by BACS transfer. If you book online you also have the option to pay online at the time of booking. On request I can provide invoices in pdf form, on which payment is due within 7 days.
5. **Cancellations.** Cancellations with less than 24hrs notice are charged for in full, unless they are due to you contracting Covid-19 or having to self-isolate. If I have to cancel there is no charge. When you cancel I will automatically invite you to rebook.
6. **Contact.** As a general rule I only contact you if I need to pass on important information about your appointment. I will also send occasional newsletters by email, unless you have unsubscribed. However if you are, or have indicated you want to be, a regular client and I haven't heard from you for two weeks I will contact you up to 3 times inviting you to make further appointments. You can of course ask me not to contact you again and I will respect that.
7. **Confidentiality.** Everything you tell me in clinic or in your client history is confidential, unless I need to share it with another healthcare provider in your interest. Before any information is shared I will discuss it with you and at your request, provide you a copy of any written information shared.
8. **Code of conduct.** I will treat you with respect and behave professionally at all times, and I ask you to do the same with me.
9. **Complaints.** If you have any issues with anything that I have said or done relating to your status as a client, please contact me to discuss it. I will do what I can to make it right with you.