

## **Terms and Conditions for Holistic Packages**

These terms and conditions serve as an agreement between Jeanette Shaw trading as 'Dancing in the Rain' ('we' 'our') and clients ('you' 'your') in relation to holistic therapy packages (sessions) purchased and are for your and our protection. By purchasing a package, you are deemed to accept these terms.

### **Our obligations**

To only run sessions or give advice for which we are qualified/trained.

To always have your best interests and safety in mind during sessions and ensure that sessions are tailored to meet your needs

To have appropriate professional training, insurance and undertake regular continuing professional development (CPD).

To protect your confidentiality in respect of personal information and data in accordance with GDPR (2018).

### **Your obligations**

To ensure sessions are paid for in advance

To arrive in time for sessions to start promptly

To give at least 12 hours notice of cancellation

To provide accurate information about health and medical conditions during the initial consultation and subsequently at sessions if anything changes.

We reserve the right to refuse to accept anyone into sessions who does not fulfil the obligations above.

### **Payment**

All payments for any sessions are to be made in advance. Package renewals are due before booking first session of the package. By purchasing a course/package, you commit to all sessions that form the package and we cannot offer a refund for sessions not booked.

### **Booking and Cancellations**

We understand that sometimes you may need to cancel a booked session. This should be done at least 12 hours in advance, via the booking system so that your account is credited. If less than 12 hours' notice is given, please contact Jeanette directly by phone, text or email. Unfortunately, if less than 12 hours' notice are given for cancellation, we will be unable to refund the session, except for exceptional circumstances.

### **Session Validity**

A package is valid for 6 months from date of purchase. If for medical reasons you are unable to attend for a prolonged period we will freeze for an appropriate length of time.

### **Refunds**

If, at the end of the first session, you are dissatisfied for any reason, you are entitled to a full refund on any unused sessions purchased in advance (sessions already undertaken will be charged for at the full pay as you go rate). If an emergency arises that prevents you from continuing with your package permanently then you will be refunded for any remaining sessions (sessions already undertaken will be charged for at the full pay as you go rate).

### **Liability**

You accept that participating in holistic therapies offered at Dancing in the Rain is not a replacement for medical advice and treatment. You accept full responsibility for your health and wellbeing and will seek medical advice when appropriate. You will not hold Dancing in the Rain liable for any injuries or illness sustained. We do not exclude or limit in any way our liability for (a) death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; or fraud or fraudulent misrepresentation. You also agree that you have no undisclosed injury or illness that may affect suitability to receive holistic therapy and to the best of your knowledge you are ready and able to participate in sessions booked.

If you have any questions or if you have any complaints, please contact us. You can contact us by telephoning us at 07717393805 or by e-mailing [jan@dancingintherain.co.uk](mailto:jan@dancingintherain.co.uk)

These Terms are governed by English law. You and we both agree to submit to the non-exclusive jurisdiction of the English courts.

Last updated 19<sup>th</sup> July 2021.