



# Client Terms and Conditions

*Last updated: 22/01/2026*

These Terms and Conditions apply to all clients booking appointments with Aurelia Wellness ("we", "us", "our"). By booking an appointment via our online booking system or by any other means, you confirm that you have read, understood, and agree to these Terms and Conditions.

## 1. Practitioner Status & Scope of Practice

We operate as a **sole trader** providing **complementary therapy services**, specifically **auricular acupuncture**.

Our services:

- Are **not a substitute for medical diagnosis or treatment**.
- Do **not replace care provided by a GP, consultant, or other regulated healthcare professional**.
- Are intended to support wellbeing rather than diagnose, treat, or cure medical conditions.

## 2. Client Responsibility & Suitability

By booking an appointment, you confirm that:

- You are aged **18 years or over**, or have parental/guardian consent where applicable.
- You have provided accurate and complete information regarding your health and medical history.
- You understand that results from complementary therapies vary between individuals and **no guarantees** can be made regarding outcomes.

You agree to inform us of any changes to your health questionnaire before each session.

## 3. Booking & Payment

- All appointments must be booked through our online booking system (Zanda) or by prior agreement.
- A **50% deposit is required at the time of booking** to secure your appointment.



- The remaining balance is payable on the day of the appointment.
- Prices are displayed at the time of booking and may be subject to change.

## 4. Cancellation, Rescheduling & Refund Policy

All appointments require a **50% non-refundable deposit** at the time of booking. This deposit secures your appointment time.

Our cancellation policy is as follows:

- **Cancellations or rescheduling made 24 hours or more before your appointment:**
  - Your deposit may be **transferred to a rescheduled appointment**, or
  - You may request a **refund of the deposit**.
- **Cancellations made within 24 hours of the appointment, or failure to attend (no-show):**
  - Your **50% deposit will be retained** and is **non-refundable**.
  - No further payment will be required.

By booking an appointment, you expressly agree to this cancellation policy.

## 5. Late Arrivals

- If you arrive late, your session may be shortened to avoid delaying other clients.
- The full appointment fee remains payable.

## 6. Missed Appointments (No-Shows)

A missed appointment without notice prevents us from offering that time to another client. No-shows are subject to the **within-24-hour cancellation policy**.

## 7. Consent to Treatment

By attending a session, you:

- Consent to receive complementary therapy services.
- Understand that you may stop or withdraw consent at any time during a session.
- Acknowledge that you are participating voluntarily.

## 8. Confidentiality & Data Protection



- All client information is treated as confidential and stored securely.
- We comply with applicable **UK data protection legislation**, including the UK GDPR.
- Your information will not be shared with third parties unless:
  - Required by law, or
  - You provide explicit consent.

Please refer to our **Privacy Policy** for full details on how your data is handled.

## 9. Hygiene, Safety & Right to Refuse Treatment

- We reserve the right to refuse or terminate a session if we believe treatment is unsafe, inappropriate, or if client behaviour is abusive or inappropriate.
- In such cases, refunds will be issued at our discretion.

## 10. Changes to Terms & Conditions

We reserve the right to update or amend these Terms and Conditions at any time. The version in force at the time of booking will apply.

## 11. Contact Information

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

**Bethany Griffey**

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