



TERMS AND CONDITIONS

1. For the purpose of these Terms and Conditions, the following definitions apply:
“CS” means Carrie Swain of 1012 Anlaby Road, Hull, East Yorkshire, HU4 6AT
“Client” means the person, body or entity booking a treatment with CS.
“Treatment” means the service requested by the Client and provided by CS.
2. Within these Terms and Conditions, any reference to the singular will include the plural and vice versa.
3. Payment of the full cost of the Treatment is required at the time of booking. Confirmation of the booking will not be made until payment the full cost of the Treatment is received.
4. Should the Client wish to rearrange a Treatment appointment, the Client must give at least 48 hours' notice prior to the Treatment appointment.
5. Should the Client wish to rearrange a Treatment appointment giving less than 48 hours' notice, CS reserves the right to charge an administration fee of £30.
6. If the Client fails to attend for a Treatment appointment without prior notice as detailed in clauses 4 and 5 above, CS reserves the right to charge an administration fee of £30 to reschedule the Treatment appointment.
7. If the Client fails to reschedule a Treatment appointment, CS reserves the right to consider this to be effective cancellation by the Client of the entire Treatment. In these circumstances, no refund of any Treatment fees will be issued.
8. If, prior to the commencement of the first Treatment appointment, the Client wishes to cancel the Treatment in its entirety, giving more than 48 hours' notice, any fees already paid by the client will be refunded, less an administration fee of £30.
9. If, prior to the commencement of the first Treatment appointment, the Client wishes to cancel the Treatment in its entirety, giving less than 48 hours' notice, any fees already paid by the client will be refunded, less an administration fee of £50.
10. Should the Client wish to cancel their Treatment after the Treatment has commenced and they have attended a Treatment appointment, no refund of any Treatment fees will be issued.
11. The making of a booking by a Client with CS is deemed acceptance of these Terms and Conditions, whether or not the same has been made in writing.

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12. Should the Client's original Treatment requirements change, CS reserves the right to amend its Treatment costs accordingly, following consultation with the Client.
13. Clients must follow any Treatment plan or rules provided by CS. CS does not accept any responsibility or liability for the failure or perceived failure of any Treatment provided by it.
14. CS reserves the right to charge late payment compensation together with statutory interest on any overdue payments, until payment is received in full (unless otherwise agreed in writing).
15. In the event of a lockdown or testing positive for COVID-19 the remaining session(s) will still go ahead online via zoom or any other online platform suitable to both parties. This is to ensure consistency & beneficial results for the client. (With discretion)