

Terms & Conditions

Last updated: August 2026

These Terms & Conditions apply to reflexology treatments booked with Heart and Soul Reflexology.

Heart and Soul Reflexology is a sole trader business operated by Lily Belcher.

1. Booking an appointment

Appointments can be booked through the Heart and Soul Reflexology website using the Setmore booking system.

By making a booking, you agree to these Terms & Conditions.

Heart and Soul Reflexology is a **women-only service**.

Please ensure that the contact information provided when booking is accurate so that I can contact you about your appointment where necessary.

2. Treatments

Reflexology is a complementary therapy intended to support relaxation and general wellbeing.

Treatments are tailored to the individual and may be adapted or declined where I consider this necessary for your safety or wellbeing.

Before treatment, you will be asked to provide relevant information about your health and circumstances.

You should provide accurate and complete information and let me know if anything changes between appointments.

I reserve the right to decline or adapt a treatment where I believe it is not appropriate or safe to proceed.

3. Health and medical care

Reflexology is a complementary therapy and is not intended to diagnose, treat or cure medical conditions.

It should not be used as a substitute for advice, diagnosis or treatment from a qualified healthcare professional.

If you have concerns about your health, you should seek advice from an appropriate healthcare professional.

4. Prices and payment

Current treatment prices are displayed on the Heart and Soul Reflexology website and booking system.

At the time of writing, prices are:

East Dulwich treatment space

- 1-hour treatment: £75
- Block of four treatments: £280

Home visits

- 1-hour treatment: £85
- Block of four treatments: £320

Payment can be made by the payment methods offered at the time of booking or agreed with you, including PayPal and cash.

Prices may change from time to time. The price applicable to an existing booking will not be changed after the booking has been confirmed.

5. Cancellation and rearranging appointments

I understand that plans can change.

I ask that you provide at least **48 hours' notice** if you need to cancel or rearrange an appointment.

Where less than 48 hours' notice is provided, or an appointment is missed without notice, I reserve the right to charge the full treatment fee.

I will always consider genuine emergencies and exceptional circumstances on a case-by-case basis.

Nothing in this cancellation policy affects any statutory cancellation or consumer rights that apply to you under UK law.

6. Late arrival

If you arrive late for an appointment, the treatment may need to finish at the originally agreed time so that subsequent appointments are not affected.

Where possible, I will provide as much of the treatment time as reasonably possible.

If you are significantly late, I reserve the right to treat the appointment as a missed appointment.

7. Home visits

For home visits, you are responsible for providing a suitable, safe and reasonably clean space in which treatment can take place.

I reserve the right not to proceed with a home visit if I reasonably consider the environment to be unsafe or unsuitable.

8. Pregnancy and health conditions

If you are pregnant or have a medical condition, please provide accurate information during the consultation process.

Where necessary, I may recommend that you seek advice from your GP, midwife, consultant or another appropriate healthcare professional before treatment.

Providing information about a condition does not automatically mean that treatment will be appropriate.

9. Confidentiality

Information you provide during consultation and treatment will be treated confidentially in accordance with the Heart and Soul Reflexology Privacy Policy.

10. Complaints

I hope that you will be happy with your treatment and experience.

If you have any concerns or are unhappy with any aspect of your treatment, please contact me at:

hello@heartandsoulreflexology.co.uk

I will listen to your concerns and do my best to resolve them fairly.

11. Website information

I make reasonable efforts to ensure that the information on this website is accurate and up to date.

Information about reflexology is provided for general information and should not be considered medical advice.

12. Changes to these Terms & Conditions

I may update these Terms & Conditions from time to time.

The version applicable to your booking will be the version in effect when your appointment is made, unless a change is required by law.

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