Terms & Conditions

**Cancellation Policy**

* You are welcome to reschedule or cancel for free up to **48 hours** before your appointment.
* If you cancel **within 12 hours**, you will be charged the full amount of the session.

**Deposit Requirement**

* Upon confirmation of your booking, a **£25 deposit** is required for treatments. Unfortunately, bookings cannot be accepted without full payment of the deposit. By booking, you agree to comply with this deposit policy.

**Data Protection**

* Vi:Be is registered with the ???? and adheres to the Data Protection Act 2018. Our website and booking system are fully encrypted to ensure the security and privacy of your personal information.

**Appointment Times**

* Please be mindful that arriving late to an appointment will result in a necessary reduction in treatment time, which will still be billed at the full treatment price.
If you are more than **15 minutes late**, this will count as a ‘no show’.

**Health Conditions**

* All clients must complete a consultation form and inform us of any health conditions, allergies, injuries, or surgeries that could affect your treatment. We are committed to Data Protection compliance, and all personal data is collected and stored in accordance with these principles.

**Pregnancy**

* If you are pregnant, please inform us so we can amend your treatment accordingly to ensure your safety and comfort.

**Age Policy**

* Clients under 16 must be accompanied by an adult during the first treatment. For following treatments the adult can stay onsite in the car. Both client and guardian will be required to sign a consent form.
* All Vi;Be practitioners working with young people have enhanced DBS checks which will be available

**Treatment Pricing**

* We reserve the right to amend treatment prices at any time. The Vi:Be website will always display the most up-to-date pricing.

**Disclaimer of Liability**

* All treatments, advice, and content shared by Vi:Be are for **informational and educational purposes only** and do not substitute professional medical advice, diagnosis, or treatment.
By booking or participating in any service, you accept full responsibility for your health and wellbeing. Vi:Be is not liable for any injury, loss, or damage arising from use of our services or content.

**Online Content & Social Media Tutorials**

* We share tutorials, reflexology techniques, and holistic self-care practices via social media and our website. These are general guides and should not replace individualized professional advice.
You agree that participation in such content is voluntary and at your own risk. Always consult a healthcare professional before beginning new health practices, especially if pregnant or with health conditions.

**Intellectual Property & Use of Content**

* All content provided by Vi:Be including videos, audios, handouts, workshops and social media posts—is protected by copyright law.
You agree **not to reproduce, share, distribute, or use this content for teaching or commercial purposes** without explicit written permission. Breach of this may result in legal action.

**Refunds**

* Deposits are non-refundable except if a session or workshop is cancelled by Vi:Be. Full payments for treatments, workshops, or membership are non-refundable unless otherwise stated or required by law.

**Changes to Terms & Conditions**

* These Terms & Conditions may be updated from time to time without prior notice. The latest version will always be available on website.
* By booking an appointment with Vi:Be you acknowledge that you have read, understood, and agreed to abide by these Terms & Conditions. We appreciate your cooperation and look forward to supporting you on your wellbeing journey.