

Welcome to Dragonfly Holistics' Booking Terms and Conditions



Please be aware by making an appointment you acknowledge and agree to abide by these terms and conditions. Dragonfly Holistics reserves the right to cancel, delay, shorten or change treatments where reasonably necessary because of any of the provisions below.

BOOKING APPOINTMENTS

All appointments with Dragonfly Holistics require a booking fee to secure it. This is £10 and will be redeemable against your treatment and/or skincare products cost(s).

Should you need to cancel or reschedule; we kindly ask that you contact us 48 hours before your appointment.

This allows us to manage our diaries and offer the appointment time to another patient. Failure to give the full notice will result in the booking fee being forfeited.

If a genuine provable reason prevents you from attending your appointment at the last minute, your booking fee may be refunded at the discretion of management.

Late arrival for your treatment may result in reduced treatment time or the forfeiting of the appointment.

We will endeavour to ensure that your appointment runs to time, however, for reasons beyond our control, we may need to cancel or postpone your appointment at short notice. In this unlikely event, we make every effort to contact you in advance.

To avoid disappointment, we recommend you book your treatment in advance by calling the clinic or emailing us. You will be sent a reminder the day before your appointment.

TREATMENTS

All treatments require a face-to-face consultation and a review of health prior to treatment starting. Dragonfly Holistics reserves the right to decline, defer or alter the treatment according to professional safe standards and clinical judgement based on best interests of the patient and the clinic.

All treatments must be paid for in full at the time of treatment appointment. This may be in cash, debit or credit card.

Please read all of the after care and further information for each treatment and take this into account when planning your treatment date and time to ensure minimum impact on your social and professional life.

Any virtual face to face consultations need to be repeated in real time face to face review before any treatment can be started in case of change in health.

CONFIDENTIAL INFORMATION

All patients are required to provide contact details; including full name, address, telephone and email to secure an appointment. A full medical history will be taken at the first appointment as this is necessary to inform the consultation and treatment planning process.

All information will be treated as confidential and protected in accordance with Data Protection legislation and the Dragonfly Holistics' Privacy Policy.

Age limit: No treatments can be carried out on patients under the age of eighteen. Dragonfly Holistics reserves the right to decline or defer or change treatment in the patient's best interests.

CANCELLATIONS

We know your time is valuable and ours is too. Out of respect for staff and other patients, we ask that if you need to cancel your appointment, please contact us at least 48 hours in advance. Anything less than this will be referred to as a "missed appointment".

The first time a patient misses an appointment, we will make a note in your file.

In case of all further missed appointments, your booking fee will not be refunded.

ARRIVAL

Please arrive at your appointment on-time. If you are running late for any reason, please let us know as soon as possible as late arrivals may mean we are unable to honour your booking, or your treatment time may need to be reduced if we have scheduled appointments after yours.

LATE ARRIVALS

We fully understand that sometimes being late is outside of your control. We will always do our best to accommodate late arrivals, (within 15 minutes after your appointment) by performing the most complete treatment possible in the time remaining at the full price.

If you arrive more than 15 minutes late for your appointment, it will need to be rescheduled and your booking fee will not be refunded.

We recommend that you plan for your visit to Dragonfly Holistics. We will be happy to answer any questions you may have about our location, parking and travel options.

REFUND POLICY – PRODUCTS

We cannot give refunds on any products sold to due to personal hygiene and health and safety reasons. If there is a fault with the product we can send it back to the manufacturer for review.

REFUND POLICY – SERVICES

Our treatments are conducted by a qualified practitioner. If you have had a treatment that you are unsatisfied with please bring it to our attention straight away and follow our Complaints Policy.

CLEANLINESS

The clinic operates a strict infection control policy and our equipment is sterilised and sanitised after every service and treatment.

LOSS OR DAMAGE OF PERSONAL ITEMS

Please keep your personal belongings with you at all times and leave any valuables at home. The clinic is not responsible for any loss or damage to personal items.

COMPLAINTS PROCEDURE

It is our objective to ensure that every patient is delighted with the services that they receive at Dragonfly Holistics.

Please refer to our Complaints Policy for this detail.

Whilst we undertake to provide excellent service; factual, honest and ethical advice, safe, expert treatment in experienced hands and only the best products, we cannot guarantee your results and cannot offer refunds if the results achieved fail to meet your expectations.

Please read all of the information on the consent form prior to treatment. Please report any change in health issues, medication and pre-existing health conditions prior to treatment .

Dragonfly Holistics reserves the right to refuse / defer or change treatment options prior to treatment commencement.

CHILDREN

Children under sixteen are unfortunately not allowed in the clinic.

AGE RESTRICTIONS

You must be eighteen or over to receive any of our treatments.

SPECIAL CIRCUMSTANCES

Pregnant woman and breast-feeding mothers must advise Dragonfly Holistics of their status. The use of certain essential oils and/or treatments may not be suitable.

PATIENT HEALTH QUESTIONNAIRE

All new patients will be requested to complete a medical health form before any treatments can be carried out. Without this, treatments will not be permitted. Please advise us of any health conditions, allergies, or injuries which could affect your service when completing this form. It is your responsibility to let us know of any changes in your circumstances before your treatment goes ahead. We also reserve the right to ask you to complete the Client Questionnaire every 6 months so that we can update our records.

STAFF ILLNESS

Unfortunately, we may need to cancel your appointments due to staff illness or in an emergency. In the case that we cannot reschedule your appointment in the same day we will have to cancel your appointment and re-book you for another day. We will notify you as soon as we can if we need to cancel your appointment.

PRICING

While we endeavour to keep our website and price lists updated, treatments and prices are subject to change without warning.

ADDITIONAL TERMS AND CONDITIONS RELATED TO COVID-19

Please DO NOT ATTEND the clinic if you are at all unwell.

This includes cough, cold, fever symptoms, gastro-intestinal disturbance and loss of taste or smell.

We may take your temperature and if raised, treatment will be declined. You will be advised to contact your GP or NHS 111 for further medical advice in relation to testing for Covid-19.

If you are unsure, please call and discuss with Roslyn Bolton.

All paperwork will be sent out electronically and will need to be completed and returned at least 48 hours before your appointment.

Thank you for your understanding.

Thank you

Angie Stewart

**Angie Stewart
Dragonfly Holistics**

1st September 2022