

Holistic Hugs Terms And Conditions

Booking:

All bookings are subject to the terms and conditions stated below and form a legally binding contract. The booking Terms And Conditions are there to protect both the client and Cuddle Therapist. Please ensure you read them carefully. Your signed booking constitutes an acceptance of these terms and conditions.

Payment:

Payment must be made to the Cuddle Therapist BEFORE the cuddle session.

Any agreed payment due for Cuddle Therapist travel fees should also be paid by the client before the Cuddle Therapy session and before commencement of the session.

Prices:

Prices are correct at time of publication.

I reserve the right to change the cost of the Cuddle Therapy session at any time prior to client booking.

Payment Terms:

Payment for all Cuddle Therapy sessions are to be made prior to the start of any Cuddle session and should be paid by bank transfer.

All payments must clear before the session.

A £25 deposit should be made at time of booking.

Any venue fees incurred by the Cuddle Therapist should be paid to the Therapist at time of booking.

Postponing A Cuddle Session:

Should you wish to postpone your cuddle session to a different date you should make contact as soon as possible and agree this in writing.

The new choice of Cuddle Therapy date (if available) must be specified at time of postponement unless agreed otherwise in writing.

Cancellations:

You can cancel a Cuddle Therapy session at any time but preferably within 48 hours of the session and must be made in writing and with full booking details by contacting Nancy on holistic.hugs0@gmail.com.

Your cancellation will be confirmed in writing via email.

- The £25 deposit is non-refundable if cancelled within 7 days of the booked Cuddle Therapy session.
- Venue fees incurred by the Cuddle Therapist are non-refundable. Exceptions would be if the venue accepted and agreed a cancellation and refunded all fees incurred by the Therapist. This would then be refunded to the client.

Important Note:

Your booking constitutes a legally binding contract.

The safety of the Cuddle Therapist and Client are paramount.

The Cuddle Therapist reserves the right to cancel any booking either before or during the Cuddle session due to any behaviour that the Cuddle Therapist deems inappropriate or dangerous without recourse or refund of any fees paid.

The Cuddle Therapist reserves the right to cancel any booking either before or during the Cuddle session as a result of either physical or verbally abusive behaviour from the client to the Cuddle Therapist without recourse or refund of any fees paid.

The Cuddle Therapists decision is final and will not be negotiated.

The Cuddle Therapist reserves the right to change the date of a Cuddle Therapy session and venue at any time without liability.

In the event that the Cuddle Therapist should cancel and where an alternative date or venue can not be provided a full refund will be given. However, the Cuddle Therapist disclaims any further liability. The Cuddle Therapist will not reimburse travel or accommodation expenses incurred. The Cuddle Therapist is not able to offer refunds for events out of our control such as industrial action or weather conditions but will endeavour to agree an alternative date.

Late Arrivals:

If you are aware that you will be arriving late you must inform the therapist as soon as possible.

If you arrive late the Cuddle Therapist is not obligated to continue with the full session booked.

The Cuddle session will still finish at the time agreed on booking unless otherwise agreed and is at the discretion of the Cuddle Therapist.

If you arrive for your cuddle session more than 30 minutes after the agreed booking time the Cuddle Therapist has the right to cancel the session without client refund.

Your Responsibility:

It is your responsibility to ensure your own safety and well-being at all times and to be aware of your own capabilities.

It is your responsibility to ensure that you arrive on time. The Cuddle Therapist is not liable for any cuddle time missed due to late arrival or early departure of any client.

No liability or responsibility is accepted by the Cuddle Therapist for any injury, illness, damage, loss, accident, expense, or any other claim arising from involvement in any activities or provision of any services howsoever suffered.

Please ensure you read the Holistic Hugs Privacy Policy and Code of Ethics before your booking.