

These Terms & Conditions apply to all appointments and services provided by THE THERAPY SHED. By making an appointment or receiving a treatment, you confirm that you have read and agree to these Terms & Conditions.

1. Appointments

All appointments must be booked through our online booking system, by contacting us directly, or through any other booking method we make available. Please ensure that the contact information provided when booking is accurate so that we can contact you regarding your appointment.

Appointment availability is subject to our current opening hours and availability.

2. Deposits and payments

A deposit may be required to secure your appointment. Your appointment will not be confirmed until the required deposit has been received. Deposits are refundable subject to our cancellation policy, except where otherwise required by law. The remaining balance is payable at the time of your appointment unless otherwise agreed. We accept payment by CARD or CASH

3. Cancellations and rescheduling

We understand that sometimes plans change. If you need to cancel or move your appointment, please provide at least 48 hours' notice. Appointments cancelled or rescheduled with less than the required notice may result in the loss of your deposit and/or a cancellation fee. Failure to attend your appointment without notice ("no-show") may result in the full treatment cost being charged and/or future appointments requiring payment in advance. Repeated cancellations or no-shows may result in us declining future bookings.

4. Late appointments

Please arrive on time for your appointment. Arriving late may reduce the amount of time available for your treatment. Where possible, we will still provide the treatment, but the treatment may need to be shortened or rescheduled. If you arrive significantly late and the appointment can no longer be completed safely or within the allocated time, it may be treated as a cancellation and the relevant cancellation fee may apply.

5. Patch testing

Where a patch test is required for a treatment, it must be completed within the timeframe specified by us before your appointment. A patch test is intended to help identify a possible sensitivity or allergic reaction. A negative patch test does not guarantee that an allergic or adverse reaction will not occur. You must inform us of any known allergies, sensitivities, previous reactions, medical conditions or relevant medication before your treatment. We reserve the right to refuse or postpone a treatment if we believe it is not suitable or safe to proceed.

6. Treatment suitability

Before providing a treatment, we may ask you to complete a consultation form and provide relevant information about your health, allergies, sensitivities and previous treatments. It is your responsibility to provide accurate and complete information. If you fail to disclose relevant information, we cannot be responsible for a reaction or complication that may reasonably have been prevented had the information been provided. We may refuse or modify a treatment where we consider it unsuitable or unsafe.

7. Results

Individual treatment results can vary from person to person. While we will always aim to provide a high standard of service, we cannot guarantee a particular result. Factors including skin type, lifestyle, aftercare, previous treatments and individual response may affect results.

8. Aftercare

You will be provided with appropriate aftercare advice where applicable. You are responsible for following the aftercare instructions provided. Failure to follow recommended aftercare may affect your results and may increase the risk of irritation or other complications.

9. Reactions or concerns following treatment

If you experience an unexpected or concerning reaction following your treatment, please contact us as soon as possible. If you experience a severe or emergency reaction, seek appropriate medical attention immediately. Where appropriate, we may request photographs or other information to help us understand the issue.

10. Children and young clients

Treatments for clients under the age of 18 are subject to our individual treatment policies and any applicable legal requirements. We reserve the right to request parental or guardian consent and/or the presence of a parent or guardian where appropriate. Certain treatments may not be available to clients under 18.

11. Personal belongings

Please keep personal belongings secure during your appointment. THE THERAPY SHED cannot accept responsibility for loss, theft or damage to personal belongings brought onto the premises, except where liability cannot legally be excluded.

12. Gift vouchers

Gift vouchers are subject to the terms stated at the time of purchase. Gift vouchers are valid for 12 months from the date of purchase and cannot be exchanged for cash unless required by law. Lost or stolen gift vouchers cannot be replaced unless we are able to verify the original purchase.

13. Promotions and offers

Promotional offers cannot be used in conjunction with other discounts unless stated otherwise. We reserve the right to withdraw or amend promotional offers where permitted by law. Any specific terms relating to an individual promotion will be communicated at the time of the offer.

14. Photography and social media

We may ask for your permission to take photographs of your treatment results for our portfolio, website or social media. We will only use identifiable photographs for marketing purposes where you have given appropriate permission. You can choose not to have photographs taken or used for marketing purposes.

15. Right to refuse service

We reserve the right to refuse or discontinue a treatment where we reasonably believe that:
The treatment is unsuitable or unsafe
Required consultation information has not been provided
A client behaves in an abusive, threatening or inappropriate manner
A client is under the influence of alcohol or drugs
Continuing the treatment may put the client, practitioner or others at risk
Any refusal of service will be handled respectfully and in accordance with applicable law.

16. Prices

Our current treatment prices are displayed on our website, booking system or other relevant booking channels. We reserve the right to change our prices. The price applicable to an existing booking will be confirmed at the time of booking unless otherwise communicated.

17. Changes to these Terms & Conditions

We may update these Terms & Conditions from time to time. The latest version will be available on our website and will include the date on which it was last updated.

18. Contact

If you have any questions regarding these Terms & Conditions, please contact:

Naomi Argent

Email:naomihutcheon91@gmail.com

By booking an appointment with THE THERAPY SHED, you confirm that you have read and understood these Terms & Conditions and agree to be bound by them.