



TERMS AND CONDITIONS OF BUSINESS

SESSION BOOKING, PAYMENT, CANCELLATION & REFUND

Terms of Business

Confidentiality – All information provided in forms and in therapy sessions will remain completely confidential.

Information Collected – the following information may be collected:

- Name
- Contact information including email address
- Detailed information given about your health and wellbeing
- A record of the information gleaned from your sessions
- Demographic information such as postcode, preferences and interests where offered
- Other information relevant to customer surveys and/or offers where permission is given to contact about

What Happens to Your Data – the information is required to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website according to your interests.

Security – Catherine Bowen is committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Payment – Fees are due at the end of each session, and that any suggested nutritional supplements will be charged for separately.

Payments made in advance of sessions, for block bookings are accepted via bank transfer.

Cancelations – **50% of the consultation fee** will be applied when notice of **48 hours or less** is given to cancel an appointment and the **full cost of the appointment when less than 24 hour's notice is provided**. If I fill your appointment, no charge will be made to you.



Your statutory right under the Consumer Contracts Regulations allows you fourteen (14) calendar days from the date of purchase of a course of sessions, in which to make a written request for cancellation, provided good reason is given.

Catherine will offer a 50% refund (pro rata'd) if you are dissatisfied with the Kinesiology sessions you have received. This is on the proviso that you have given her a chance to rectify the situation to ensure you receive value; and that you have followed the advice given, taken self-responsibility, asked for any clarification required to follow her advice.

Client Responsibility – To accept responsibility for your own health and wellbeing, and for your participation in the methods, treatments, and nutritional suggestions made during your kinesiology sessions.

Privacy Policy

Catherine Bowen takes privacy and confidentiality seriously. See Privacy Policy for full details about what happens to your information.