Salon Policy - JK Reflections

Logistics

Finding me – You will find me at 74 Moat Way, Swavesey, CB24 4TR. The numbering in Moat Way can be a little confusing; I am in the third cul-de-sac on the right when counting from the entry to Moat Way, next door to a bungalow. You will see a standing sign outside the house.

Parking – please park on our drive, which is on the left, just past the house as you drive into the cul-de-sac. There will already be one or two cars parked there, which we will position as required to leave a space for you.

Appointment timing - To allow sufficient cleaning time, I ask that you attend your appointments as close to the appointment time as possible. Please **do not** turn up more than 5 minutes early for appointments, thank you.

Booking Appointments

New clients – you will be asked to complete a consultation form in advance, and to return it by email *before* your treatment session. This is so I can save you a wasted trip if you have any contraindications to massage.

Current clients – if there has been a gap of more than 6 months since your last treatment, I will check with you for any changes to your medical status since you last attended. A gap of 12 months or more usually requires a new form to be completed.

Please note that I ask for your mobile phone number so that I can send you a reminder text message the day before your appointment.

Payment

Please pay for your treatment **immediately after your session**, either by *bank transfer* (this is my preferred payment method, and my details are displayed in the treatment room) *or contactless card* (I have Apple Pay options as well as a card machine).

Please note that I do **not** accept cash.

Cancellation policy

I run a reserve list, so all cancellations should be made with as much notice as possible. This is so that I can offer your slot to someone else who is waiting for an appointment.

If you cancel your appointment with **less than 24 hours notice** I reserve the right to charge a cancellation fee of *£15.*

If you cancel with **less than 6 hours notice**, and I am unable to fill the slot from my reserve list, or if you give no notice of your inability to attend, the *full amount* will be due.

As I appreciate that some issues (especially illnesses) are not planned, each case will be assessed individually.

COVID/VIRUS SPECIFIC

COVID, flu and other viruses are present in the community and will be a part of our lives moving forward.

Please note the following:

- I will request that you postpone your appointment if you feel unwell, have a temperature or are suffering from active cold symptoms (such as sneezing, coughing, sore throat or runny nose), as this increases the likelihood that you could pass on the virus you are suffering from - some of my clients are vulnerable, so I need to bear this in mind.
- I will thoroughly ventilate the treatment room after each client and have hand sanitiser freely available if you wish to use it either before or after your treatment.

If you, or any of the people you live with, display any cold or flu symptoms in the couple of days before your session please inform me asap. We will discuss the symptoms and whether we need to defer your appointment.

Please DO NOT attend if you have cold-like symptoms unless you have spoken to me first, as I may need to postpone your appointment.

Thank you for your understanding.

Please contact me with any questions.

Jo Kerr

Owner - JK Reflections
74 Moat Way, Swavesey, CB24 4TR