



BOOKING POLICY

Thank you for choosing to book a session with me. My aim is to provide a welcoming, professional, and supportive experience for every client.

At Soul in Flow, every session is intentionally prepared and held with care.

To ensure each booking process remains clear, supportive, and respectful of both our time, please take a moment to read the booking policy below.

Booking Your Appointment

Appointments can be booked online, by email, or by telephone, subject to availability.

All appointments are confirmed once you have received a booking confirmation. Please ensure that your contact details are accurate so that I can send appointment information and updates if required.

Booking Requests

Appointments are requested through the online booking system available on this website.

QHHT and Holistic Massage Bundles

Submitting a booking request for a Bundle does not automatically confirm your appointment, each booking request is personally reviewed before being approved.

Once your booking request has been approved, payment is required to confirm and secure your appointment.

Payment

At this time, payment is accepted by bank transfer only.

Payment details will be provided after booking approval.

Payment must be received within 24 hours of booking approval. If payment has not been received within this timeframe, the booking will automatically be released and the appointment time made available to others.



Appointment Confirmation

Your session is only considered fully confirmed once payment has been received.

You will receive confirmation once your appointment has been secured.

Discovery Calls

Discovery Calls are offered as an opportunity to discuss whether a service feels aligned with your needs before committing to a session.

These calls are intended as introductory conversations and do not constitute treatment, therapeutic advice, medical advice, or guaranteed service outcomes.

Preparing for Your Session

For certain services, you may be asked to complete a health declaration form or client intake form before your appointment.

For QHHT sessions, additional preparation guidance may be provided before your appointment.

Sessions requiring additional preparation may be postponed until all required forms have been completed.

For the best experience, I recommend that you:

- Arrive on time for your appointment.
- Wear comfortable clothing.
- Avoid alcohol or recreational substances before your session.
- Allow yourself some quiet time before and after your appointment where possible.
- Stay well hydrated.

Health and Wellbeing

Please inform me of any relevant health conditions, recent medical procedures, pregnancy, medications, or other circumstances that may affect your session.

Reiki and QHHT are complementary wellbeing practices and are not intended to replace medical advice, diagnosis, or treatment. If you have concerns regarding your health, please consult an appropriate healthcare professional.

Rescheduling and Cancellations

If you need to cancel or reschedule your appointment, please provide at least 24 hours' notice.

Please refer to the Cancellation Policy for full details regarding late cancellations, missed appointments, and late arrivals.

Right to Refuse or Terminate a Session

In order to ensure every session remains safe, supportive, and appropriate for your individual circumstances, I reserve the right to postpone or decline a booking where I feel a session may not be suitable.

This decision is always made with care and with your wellbeing in mind.

I reserve the right to refuse or discontinue a session if:

- A client appears to be under the influence of alcohol or recreational drugs.
- Inappropriate, abusive, or threatening behaviour occurs.
- I believe the service requested is not suitable for the client's needs.
- There are concerns regarding safety or wellbeing.

In such circumstances, fees may remain payable at my discretion.

Changes to Appointments

If you need to make changes to an existing booking, please contact me as early as possible.

All appointment changes remain subject to the cancellation policy outlined separately.

Thank you for honouring the energetic exchange of time, preparation, and care that each session involves.

Confidentiality

All personal information and session discussions are treated with respect and confidentiality in accordance with my Privacy Policy and applicable data protection legislation.

Policy Updates

This Booking Policy may be updated from time to time. The most current version will always be available upon request or on my website.

Thank you for your understanding and cooperation. I look forward to supporting you on your wellbeing journey.

