



Lancashire Therapy Lounge

Terms and Conditions

Please read these Terms and Conditions carefully before using Services provided by Lancashire Therapy Lounge.

1. Acceptance of Terms

1.1 These Terms and Conditions will apply to the purchase of the services by you (the **Customer, Client** or **you**). We are Lancashire Therapy Lounge, the principal place of business where sessions take place being c/o Unicorn House, 141 Mowbray Drive, Blackpool, Lancashire, FY3 7UN with email address info@lancashiretherapylounge.co.uk; telephone number 07399 263951 (the **Therapist** or **us** or **we**).

Service/s means the services advertised on the Website.

1.2 Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service. By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service.

1.3 We reserve the right to amend these Terms and Conditions at any time. Your continued use of the Website/Services following any changes shall be deemed to be your acceptance of such change/s. It is your responsibility to check the Terms and Conditions regularly for any changes that may have been applied.

2. Payment for Services

Individuals: Payment must be made at the end of each session by cheque or cash or Paypal. Payment by Paypal will incur a handling fee due to the additional administration required to process such payments.

Corporate/Insurers/EAPs/Solicitors: Terms as agreed.

3. Cancellations of Sessions and Changing Time and/or Day of Sessions

One week's notice is required to cancel a session or to change the time or day of a session without charge. Without this period of notice, the first cancelled or missed appointment in a course of therapy will incur an administration fee of £20. Any subsequent cancelled or missed appointments after they have been booked will incur the charge of the full session fee of £60. Lancashire Therapy Lounge will send an invoice to the Client at their home address for such fees or will accept payment for this charge at a subsequent session at their discretion.

Corporate/Insurers/EAPs/Solicitors: Terms as agreed.

4. Session Length

Each individual therapy session usually lasts 50 minutes unless the therapist has indicated otherwise. This allows a few minutes following the session to arrange a future appointment if required. An assessment session may take place over more than one session in order to sufficiently gather the necessary depth of information required to formulate a suitable treatment plan.

5. Code of Ethics & Practice

The therapist is bound by the Ethical Framework of individual therapy organisations that they are registered with or accredited with. The therapist has a duty of care to act upon identified risks of harm to the client or others. The client must provide details of their GP or Next of Kin as a point of contact for the therapist in the event that risk of harm to self or others is identified.

6. Complaints

Any complaints concerning services delivered by Lancashire Therapy Lounge should be communicated in the first instance in writing. On receipt of a complaint, a confirmation letter will be sent and the matter will be investigated. A response to the complaint will be provided within 21 days of receipt.

7. Acceptable Use of the Website

Your access to and use of Lancashire Therapy Lounge, www.lancashiretherapylounge.co.uk, ("the Website") is subject exclusively to these Terms and Conditions. By using the Website and/or its Services you are fully accepting the terms, conditions and disclaimers contained in this notice. You will not use the Website and/or its Services for any purpose that is unlawful or prohibited by these Terms and Conditions. If you do not accept these Terms and Conditions you must immediately cease to use the Website and/or its Services. Lancashire Therapy Lounge does not warrant that the functions contained in the material contained in this site will be uninterrupted or error free, that defects will be corrected, or that this site or the server that makes it available are free of viruses or bugs, nor do we guarantee the full functionality, accuracy and reliability of the materials.

8. Privacy Policy

Please see separate document.

9. Third Party Websites

Any link provided on www.lancashiretherapylounge.co.uk to other websites is not an endorsement of such websites and you acknowledge and agree that Lancashire Therapy Lounge is not responsible for the content or availability of any such sites. You further acknowledge and agree that Lancashire Therapy Lounge shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such web sites or services.

10. Intellectual Property Rights

The Website and its content (including without limitation the Website design, text, graphics and all software and source codes connected with the Website and the

Services) are protected by copyright and other intellectual property rights and laws. Permission is provided to access the contents solely for personal and non-commercial use.

11. Blog Content

All content provided on this blog is for informational purposes only. We make no representations as to the accuracy or completeness of any information on this site or found by following any link on this site. We will not be liable for any errors or omissions in this information nor for the availability of this information. We will not be liable for any losses, injuries, or damages from the display or use of this information.

12. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the law of England and you hereby submit to the exclusive jurisdiction of the English courts.

13. Contact Us

If you have any questions about these Terms, please contact us.